Transforming revenue cycle operations for a top specialty home medical equipment supplier, thereby increasing collections, accelerating cash flow and improving customer service while lowering costs.
Extending Your Enterprise

Systems for monitoring and improving process quality and capabilities

Implementation of governance-based solutions to manage the client’s internal stakeholder support and communication, as well as oversight of plan implementation.

Benefits delivered by the WNS team

**Increased Collections**
- WNS committed to a specific collections increase
- WNS established an analytics-driven collections strategy
- Process re-engineering, technology enhancement and modified work plans helped increase collections by four percent

**Improved Velocity and Visibility**
- WNS improved the order-to-bill process and developed modifications with enhanced collection velocity using Six Sigma tools and IT enhancements
- Overall accounts receivable days reduced by 15 percent
- WNS dashboards created significant visibility into detailed lead indicators and drivers. They also improved management controls and decision-making.

**Reduced Costs**
- WNS increased staffing by 25 percent, yet the total operations cost reduced by 25 percent.

**Retention of Key Resources**
- The client was able to retain a high percentage of the client’s management staff, post the outsourcing relationship with WNS.

About WNS

WNS is a leading global business process outsourcing company. Deep industry and business process knowledge, a partnership approach, comprehensive service offering and a proven track record enables WNS to deliver business value to the world’s leading companies. WNS is passionate about building a market leading company valued by our clients, employees, business partners, investors and communities.

To learn how we can help extend your enterprise, write to us at info@wns.com