

UPTON HILL

Upton Hill provides industry leading **Pega solutions** meeting the unique needs of each client. We work directly with your business to ensure success and the system you deserve. **Our implementation timing is as follows:**



WHO WE ARE

Pega Ventures Partner
Health Care Experts
10+ years of Pega experience
Pega & Scrum Certified

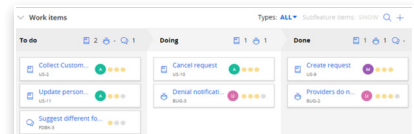
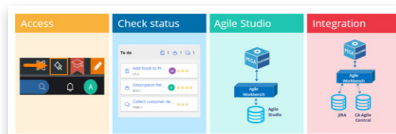
WHAT WE OFFER

Business Strategy
Product Management
System Design & Implementation
Process Improvement
Org Change Management
Data & Analytics
Platform Support

PEGA COMPETENCIES

CRM (Omni-channel)
Claims
Case Management
Sales Automation
Product Composer System
Business Intelligence Exchange
Cloud

We believe in utilizing Pega's methodology to ensure the smoothest implementation possible.



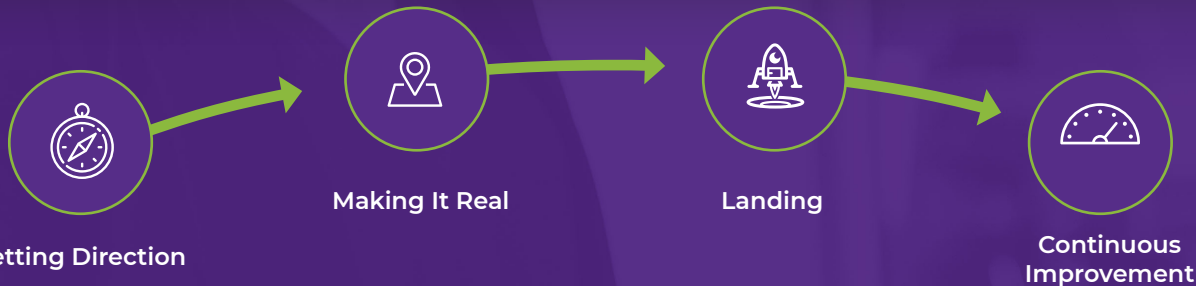
What does that include?

- Agile and Scrum methodology
- Pega and Scrum Certified resources
- Innovation and development sprints, including DCO sessions
- Regular playback sessions to ensure ongoing alignment

Agile allows adjustment to changing needs and this is the key to a successful implementation. In addition to being experts in Pega's methodology, we can work within any project framework.

UPTON HILL

Upton Hill offers a variety of services to meet client needs. Many of these services apply to a Pega implementation but translate into several other solutions which Upton Hill has proven to show success.



ASSESSMENT

- Business Architecture
- RFP / Vendor Selection
- Cost Benefit Evaluation
- Product Development
- Root Cause Analysis

INTEGRATION

- Program Architecture
- Vendor & Data Interfaces
- Platform Migration
- Software Implementation
- Quality & User Experience

STEADY STATE

- Org Design & Dev
- Leadership Transitions
- Change Management
- Process Automation
- SOP Documentation

OUTCOMES

- Value Creation / ROI
- Business Intelligence
- Data Visualization
- Dashboarding
- Process Optimization

CASE STUDIES

PEGA IMPLEMENTATIONS

- Full platform replacement for larger Payor which included the following areas:
 - Call center application (CRM)
 - Claims
 - Appeals
 - Enrollment
 - LTSS - Medicaid
- CRM instance to support an inbound and outbound call center
- Mobile Enrollment application supporting a variety of different Medicare Agent channels (e.g. Telesales, Face to face, and paper applications)
- Case Management / Workflow application to support Appeals and Grievances
- Help desk application with omni-channel CRM functionality

OTHER IMPLEMENTATIONS

- ICD-10 Implementation Mandate
- Claims & ERA Migrations
- Eligibility & Prior-Authorization Product Implementations
- Care Management Implementation (Adherence)
- Behavioral Health Product Implementation

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