



CommONE™



Services

Defining and delivering enterprise-specific programs.

Businesses can employ Cierant's professional services to evaluate current communication management processes, identify areas for improvement and deliver custom solutions aimed at creating new efficiencies, cost savings and process oversight.



Process Analysis

We unite our enterprise solution specialists to conduct thorough analyses of health insurers' communication management processes. By looking at challenges through a variety of lenses, we are able to identify opportunities for streamlining, automating and cost cutting across the complete work stream.



Process Design

Our enterprise-specific process design integrates businesses' unique rules, data and content requirements to develop custom workflows supported by turnkey applications designed to sustain long-term business growth.



Implementation

Whether you choose to have us help manage the process or assume full operational oversight, all CommONE implementations are governed by our ISO 27001 Certified information security management protocols and commitment to maintaining traceable audit trails of every project in motion.



Process Management

Our process management strategies emphasize collaborative requirements gathering, documentation and communication. This is facilitated through utilization of our online collaboration tools that serve as common platforms for project status updates, bringing teams into strategic alignment and eliminating incomplete requests.



Consultative Support

In addition to our highly trained project management staff, we assign a Solutions Representative with deep industry knowledge to every account to ensure solutions evolve with market and regulatory change while offering on-call guidance.



Our Integrated Approach

Our program managers work hand-in-hand with in-plant production teams to coordinate all customer account activity. Whether you choose to leverage our partner's world-class production capabilities or that of a pre-established vendor, it is our ability to forge strategic partnerships that is key to our business approach and industry edge.

Key Service Features:

- Established project management protocols designed to manage progressive production strategies
- Internal production coordination teams expert at guiding jobs through most cost-effective route
- Advanced escalation protocols that ensure on-time delivery through swift and decisive action
- High-visibility production processes that utilize collaborative online workspaces to minimize error and reduce risk
- Project management tools and real-time reporting systems that support workflow cohesion
- Leveraging of mutual knowledge bases to define a program that continually advances the client to a leadership position

The 4 Keys to Our Approach:

Our ability to transform communications program complexity into cost-saving efficiency is made possible through application of our unique approach, which is highly:

Agile:

In place of strict parameters and rigid structures, we employ agile principles to our project management approach in order to deploy highly flexible programs that easily adapt to changing customer requirements while providing intelligent guidance through every phase of systems integration.

Data-Driven:

Many organizations are able to collect data, but translating it into 1-to-1 campaigns that speak to the individual requires a combination of superior analytic and creative skill. That's where we come in. Our data analysts and marketing communication strategists work in unison to translate data into actionable insights.

Want to Learn More?

Whether your objective is to streamline processes, increase workflow transparency, or deliver more relevant customer engagement, Cierant's professional services can be trusted to meet your goals.

To learn how you can employ CommONE: Services, call **203-731-3555** or email **inquires@cierant.com**.

Secure:

Clients and their customers feel secure knowing we handle data responsibly and ethically. Our dedication to secure information management is evidenced by our ISO 27001 certification, an ISMS that works to ensure the confidentiality of all data entrusted to us as well as the continuity of our operating systems.

Strategic:

Our data analysts, application developers and production specialists conduct thorough audits of providers' existing processes prior to new program development. We then unite to develop multilayer solutions that address key challenge areas.



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