

CASE STUDY

## TDEC Reduces Severe Data Entry Backlog for a Data Processing Company

**Challenge:** In February 2023, a health care data processing company experienced unexpected production challenges due to a quadruple volume increase in incoming medical claims, resulting in a backlog of thousands of claims. The company could not handle the backlog internally in the tight timeframe required and was under pressure to get it done from its own customer.

**Solution:** The company reached out to TDEC at the start of the workday, asking for help to eliminate the crushing backlog. TDEC's IT team immediately began tackling the challenge of establishing secured VPN tunnels from multiple geographically dispersed locations. Despite the tight timeline, TDEC team members worked tirelessly to establish connectivity, so that our operators could securely connect to the company's network and start the project. By midday, TDEC had successfully tested and confirmed the three VPN tunnels and DR tunnels. User accounts were configured, and individual user connections were established within the next hour. By mid-afternoon, TDEC was in full production. Associates at our facilities in Oakland, MD and Lebanon, VA started entering data from the backlogged medical claims.

**Results:** TDEC completely eliminated the company's entire backlog within four days. Rapid, effective communication between TDEC staff members and company personnel played a critical role in the speedy turnaround. From the initial contact on Day 1 at 8:30 AM to the final resolution of the backlog four days later, TDEC maintained clear and open lines of communication with the company, providing regular progress updates and meeting their needs. TDEC's ability to solve problems quickly and efficiently and hit the ground running for this company is a testament to its deep experience and expertise and its commitment to delivering unparalleled service to its customers.