



Harnessing the power of SharePoint for AMSURG

B2B collaboration portal for physicians

CLIENT PROFILE

SECTOR

Life-sciences and Healthcare

COMPANY

Largest provider of surgical services
in the United States

REVENUE

US\$ 724.7 million



2000+

Physicians accessing
the online portal

150+

Surgical centers
connected

DISTRIBUTED PHYSICIANS NETWORK NEEDED TIMELY, CONSISTENT COMMUNICATION

AMSURG Corp. is a nationally recognized leader in the development, management and operation of outpatient surgery centers.

As a partner to a growing network of physicians, AMSURG ensures high-quality, cost-effective patient care for the many common procedures handled at its surgery centers. In order to achieve this, AMSURG must keep its physicians' network up to date on current clinical and operational best practices.

Historically, AMSURG field staff used phone, email and in-person communication to support its network of partner physicians located in 33 states across the US. However, the volume of data that needed to be shared with physicians was becoming too large and too complex to convey without the use of additional tools.

Adding to the challenge was the fact that physicians in the network had varying levels of technology experience, making it difficult to find a one-size-fits-all solution.



SHAREPOINT 2013-BASED ONLINE PHYSICIANS PORTAL

Nagarro's SharePoint Consulting Services team brought its expertise to AMSURG's vision and developed an online portal to enable physicians and field staff to access critical data in a self-service model.

Key Features of the Portal

- Enables physicians to receive information on the most beneficial clinical best practices.
- Presents financial information for each surgery center, and provides a mechanism for AMSURG to share company news and updates on time.
- Provides access to online videos and other educational tools that enable AMSURG field staff to communicate complex information to physicians clearly and consistently, either remotely or in person, depending on the physicians' needs.
- Offers SharePoint social features including MySite, user feeds, micro blogging, discussion forums and communities.
- Offers optimized content presentation based on the specialty of surgery centers.
- Offers taxonomy based content filtering, dashboard panel with publishing and calendar templates, and a host of other features.



STREAMLINED COMMUNICATION AND IMPROVED EFFICIENCY

- Raised the quality of care and patient satisfaction across all AMSURG centers.
- Eliminated manual, paper-based processes, allowing physicians real-time online access to critical financial and reporting data.
- Reduced inbound inquiries from physicians, allowing AMSURG operations team to focus on proactive projects.



“Nagarro brings an unexpected level of insight and creativity to each project. They have impressed us with the ability to translate our big picture concepts into concrete deliverables that address our core business needs.”

ERIC THRAILKILL, CIO, AMSURG CORP.



ABOUT AMSURG

AMSURG Corp. is a nationally recognized leader in the development, management and operation of outpatient surgery centers. A publicly-held company partnering with more than 2,000 physicians at more than 255 outpatient surgery centers across the United States, AMSURG surgery centers provide innovative operational, clinical and strategic services that increase the quality, affordability and satisfaction levels of its patient care.

As a leader in the ambulatory surgery center quality movement, AMSURG provides a unique approach to combining technology, data analytics, patient engagement and quality reporting that results in optimal outcomes for patients. As a result, they provide health care value, improve patient experience and save lives.

ABOUT NAGARRO

Nagarro provides technology services for digital disruption to both industry leaders and challengers. When our clients want to move fast and make things, they turn to us. We combine design, digital and data to help them outperform the competition. We distinguish ourselves by our agility, imagination and absolute commitment to our clients' business success.

Some of our clients include Siemens, GE, Lufthansa, Viacom, Estée Lauder, ASSA ABLOY, Ericsson, DHL, Mitsubishi, BMW, the City of New York, Erste Bank, T-Systems, SAP and Infor. Working with these clients, we continually push at the boundaries of what is possible to do through technology, and in what time frame.

Today we are more than 3,500 experts across 12 countries. Together we form Nagarro, the global services division of Munich-based Allgeier SE.