WIPRO
Applying Thought

A LABOR FORCE THAT WORKS

Wipro transforms one of India's largest e-governance initiatives that provides health care and social security to over 60m industrial and service employees and their families.

INDUSTRY LANDSCAPE

Today, India is home to over 1.2 billion people and has one of the largest working class populations in the world. While India boasts an economic growth rate of nearly 9 percent, this wealth has barely trickled down to the millions burdened by poverty and disease. The poor, aside from struggling to afford care, also face acute shortage of doctors and medicines. The situation is particularly dire in rural areas, where more than 70 percent of the country's population lives. In 1948, the Employees' State Insurance Act (ESI), a social security legislation was enacted primarily with the objective of providing certain health care benefits to employees in the organized sector and from a lower economic background. However, over time, these benefits could not be effectively disbursed as the conventional manual system was unable to sustain the pressure of identifying the truly deserving and distributing provisions.

THE CLIENT

The Employees' State Insurance Corporation (ESIC), a Statutory Corporation under the Ministry of Labor and Employment, Government of India (GOI) has partnered with Wipro Limited to establish a comprehensive and complex IT eco-system managing the delivery of medical care services for employees. Wipro with its strong customer focus and expert IT solution was chosen to spearhead this project, also known as Project Panchdeep. This is one of India's largest and most ambitious e-governance projects aiming to transform the health care and social security protection of over 60 million industrial and service employees and their families.

OPPORTUNITY

As the prime medical care disbursement agency in India, ESIC has the largest captive base of Insured Persons (IPs) from the lower strata of society. However, the migrant nature of jobs and the existing manual authentication and verification system restricted the actual medical benefits reaching IPs at the hospital or dispensary. This accentuated a need for creating a medical eco-system where IPs and their families could seamlessly avail benefits across the country anytime, anywhere. This required the turnaround of an ailing manual system into a state-of-the-art automated and integrated medical environment. The required software applications and IT infrastructure would cover 2220 sites across India with a large roll out of over 20 million bio-metric identity cards and a database of over 50 million fingerprints. ESIC conceptualized the implementation of an IT strategy through Project Panchdeep, which incorporates various concepts, technologies and implementation methodologies to create one of the largest e-governance services.

> "I'm very glad that ESIC and Wipro have embarked on this IT intensive project. This will bring the benefits to the IPs at the click of a mouse, translating ESIC's slogan of 'IP is a VIP' to reality."
>
> B K Sahu
> *Insurance Commissioner*

SOLUTION

Wipro implemented a robust software system, infrastructure and communication network to integrate stakeholders and processes including: contribution management and payment by employers and claims processing for IPs, hospital and dispensary management with a centralized national-level Clinical Data Repository, the Enterprise Resource Management for managing finances, materials and people internal to ESIC along with a strong business intelligence layer. Wipro's solution comprises the following:

- A biometric based identification system for the IPs by providing them with identity cards, ensuring that subscribers (IPs) receive their medical and other benefits seamlessly and effectively.

- A Unified Information System automating all internal and external processes connected with ESIC. This system provides a single view of data to improve efficiency, transparency and accountability across the ESIC ecosystem.

- Core insurance application for contribution (revenue) management including integrating the payment gateway, claims processing management for IPs, registration management of employers and IPs, recovery process automation, inspection and survey automation.

- Medical Information system for hospitals and dispensaries used by doctors, nurses, pharmacists, medical technical staff and administrators. This system includes automation of the entire out-patient and in-patient operations in hospitals/dispensaries including that for pharmacy, laboratory and radiology services. This application also includes a national level Clinical Data Repository which has the Electronic Medical Record (EMR) of every patient and can be accessed anytime and anywhere by the medical staff of ESIC.

- Enterprise Resource Planning enhancing productivity of ESIC employees running finance, HRMS, Payroll, materials management, library management, etc.

- An end-to-end solution for project management.

- A statistical and enterprise intelligence system enabled high data analytics capability for improved decision-making.

- State-of-art voice and videoconferencing equipment for ESIC offices making it a future ready workplace.

- Wipro networked 2220 locations (including 151 hospitals, 1332 dispensaries, 631 branch offices, 57 regional/sub-regional offices and 27 state directorates).

- An Enterprise Management System for managing system performance and SLA monitoring.

- A centralized data and disaster recovery center with hardware such as servers, storage, security and network devices ensuring an integrated and secure information retrieval system.

- Alternate power mechanisms at branch offices and dispensaries ensuring maximum up-time.

- Change Management leading to speedier adaption of IT by the users

- Countrywide user and admin training for ESIC staff and users of the medical and ERP systems.

- Maintenance and support for all software and hardware for a period of five years through its Facility Management Services, centralized help desk and onsite support.

BUSINESS BENEFITS

- More than 60 million IPs and their families are availing medical services at ESIC facilities across India.

- 75,000+ patients are currently being treated using the system at ESI locations across India.

- As each claimant was issued two smart cards (one for himself and one for his family), it became easier to access medical services even if the insured person (IP) was at another location, thereby saving time and effort.

- The national-level CDR provides for better quality of clinical care anytime, anywhere.

- Wipro's automated services resulted in greater efficiencies with lower turnaround time and faster claims processing.

- Reduced operational costs and redundancies as a result of better inventory management.

- Automation resulted in fewer errors and increased employee productivity by reducing redundant data entry and processes.

- The online system reveals the complete list of the IPs to employers for a simplified method for calculating contributions and payments.

- Better flow of information/approvals through the online workflow as compared to the conventional system, which needed the physical transfer of files across India.

About Wipro

Wipro Infotech, the India, Middle East and Africa business of Wipro Limited (NYSE:WIT) is a leading Information Technology, Consulting and Outsourcing company, that delivers solutions to enable its clients do business better. Wipro delivers winning business outcomes through its deep industry experience and a 360° view of "Business through Technology" — helping clients create successful and adaptive businesses. A company recognized globally for its comprehensive portfolio of services, a practitioner's approach to delivering innovation and an organization wide commitment to sustainability, Wipro's IT business has over 130,000 employees and clients across 54 countries.

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