



Operations 360° Virtual Tours

KNOXVILLE

Health

Video Transcript

Welcome to the virtual tour of our Intelligent Operations Center in Knoxville.

This short video can be paused at any point if you want to look around for longer. If you are watching this on your laptop, you can navigate the 360-degree experience using your cursor or touchscreen. You may also use a virtual reality headset for a fully immersive experience.

Ready?

Let's go!

Welcome to Knoxville!

Nestled in the foothills of the Great Smoky Mountains, Knoxville offers an affordable cost of living, unparalleled natural beauty and eclectic neighborhoods that suit any style of living

Our Knoxville Intelligent Operations Center is one of our 50+ centers around the world dedicated to enabling your journey to intelligent operations, and one of 10 centers that specialize in driving exceptional innovation needed to build a Healthcare function that's ready for the future.

Our diverse team of health, industry, and domain experts work together in a collaborative and innovative space, focused on healthcare processes including:

- Complex Claims
- and Administrative Appeals

Health Leaders can accelerate innovation, drive revenue growth and continuously reduce medical and administrative cost and improve provider, member & group Satisfaction. In short, the back office is now expected to power the front office keeping members at the heart of what we do every day in operations.

At our Knoxville Delivery Center, we will work with you to deliver healthcare business process services, using design thinking and our proprietary technology to transform your healthcare operation to be insights driven and agile in today's disruptive world.

At the heart of our approach for accelerating the journey to digital, data-driven, intelligent operations is our SynOps platform. Here, in our SynOps hub you can take a good look at how we bring intelligent operations to life for your business.

SynOps orchestrates the optimal combination of human + machine talent, driven by data and insights, to create an evolved, intelligent operating model, to deliver target business outcomes.

The SynOps dashboard help us continuously monitor the performance of people and technologies. Ultimately, giving us the control to get ahead of issues before they become critical.

Exceptional talent.
Innovative technology.
Powerful Insights

SynOps is powering intelligent operations.

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