Sustainable IT services and solutions for

strategic business **growth**

Chenoa

Chenoa Information Services is a sustainable IT services and solutions company that delivers strategic software planning, design, integration and implementation for organizations worldwide. Since our founding in 1998, we have grown into a global network of talented business strategists and technology experts dedicated to achieving meaningful, measurable results. We partner with clients on mission-critical engagements to find pragmatic IT solutions for their most pressing business challenges. Working onsite or offshore, we customize our delivery methods to achieve outcomes that consistently exceed expectations.

WHY CHOOSE CHENOA

At Chenoa, we listen carefully to what our clients tell us about problems that are stifling business and breaking the budget. They are faced with challenges such as:

- Underperforming technology, staff or operations
- Unsupported or at-capacity software assets
- Business units lagging in technology innovation
- Lack of time, talent or budget to initiate change
- Pressure to demonstrate value and ROI

We understand the situation, because we've been there. Chenoa enters every engagement with an elite team that "gets" business processes and the technology they employ. Our professionals have deep domain knowledge and technical expertise, priming Chenoa to deliver sustainable IT solutions-solutions that:

- Improve efficiency, performance and productivity
- Reduce software total cost of ownership
- Accelerate technology innovation and time-to-market
- Achieve operational and strategic objectives
- Contribute measurable value to the organization

Chenoa's "fit for purpose" software solutions and staffing services position our clients to achieve more profitable operations and strategic growth.

"We got better results than we expected. Not only did Chenoa reduce our claims processing time, they increased our auto-adjudication accuracy rate to 97%!"

- Chief Operating Officer, Major HealthCare Insurance Company.

FIT FOR PURPOSE
Annuities Administration for Insurance

A leading retirement services firm needed to transform core annuities policy administration applications (quotation, underwriting, policy issuance, product management, etc.) from a legacy environment to an open, distributed service-oriented architecture. Chenoa executed a scalable, configurable, Web-based service capable of handling millions of policies, thousands of users and multiple customer segments, sales channels, products and business processes.

INDUSTRY INSIGHT

Chenoa recruits experts in business and technology from around the world, and from a cross section of industries where we have successful track records. We don't pretend to be proficient in every domain, but in key market segments, clients have discovered that Chenoa's industry insight is what makes the difference.

Insurance

As insurance companies race to introduce new products and services in every business line, Chenoa finds software solutions that lower their costs and reduce time-to-market. From pricing optimization to insight analytics, we help our partners advance new ideas from initial strategy to execution with innovative thinking, rapid development and reduction of risk, resulting in enhanced customer lifetime value.

Financial Services

The financial services sector faces aggressive competition and heightened customer expectations, all while under intense regulatory scrutiny. To stay ahead, our clients need to transform the way they do business. Chenoa delivers sustainable value with IT customization that drives down costs, while boosting efficiency and performance.

Business Intelligence for Healthcare

Healthcare organizations are inundated with financial, operational and clinical data. Without a framework to collect and analyze relevant facts and figures, they will continue to be data rich but information poor when it comes to making decisions that impact patient care and service delivery. Chenoa offers an enterprise-ready BI platform that integrates data silos into a centrally managed and trusted data source to support reporting, analysis and performance management.

Records Management for Government

Managing records in compliance with current regulations and policies is a time-consuming and error-prone exercise for even the most diligent agency. Chenoa developed adati, a records management and inventory system, to provide a scalable and extensible web-based interface for managing records from point-of-creation through archiving and final disposition.

Document Management for Institutions

Correctional institutions process an excessive volume of inmate paperwork from intake to release, with documents archived in perpetuity. To address recurrent storage and retrieval issues, Chenoa developed IDM, an Inmate Document Management system that provides web-based creation, storage and retrieval of digitally signed and authenticated forms. IDM reduces paper storage volume by 90 percent.

Healthcare

Healthcare organizations are under pressure to reform operations and transform healthcare service delivery. Elevating quality of care while safeguarding patient privacy and complying with regulations are among the many challenges being addressed. Chenoa modernizes legacy systems and integrates new technologies that streamline information management and communication among facilities, providers, vendors and patients.

Government

Mounting budget deficits have made government operations a constant struggle to do more with less. Our clients are cutting costs without sacrificing service levels by applying economical technology solutions to their automation initiatives. Chenoa identifies opportunities for process improvement, software fine-tuning and system right-sizing. The result is an economically sustainable IT platform for delivery of quality government services.

Other Sectors

In addition to Financial Services, Insurance, Healthcare and Government, Chenoa has expertise in Media/Publishing, Marketing Research, Life Sciences and other select sectors. Our proficiency across business domains allows us to benchmark best practices and apply that knowledge to each new engagement.

SUSTAINABLE IT SERVICES

Organizations pushed beyond capacity look to Chenoa for help meeting operational and strategic IT objectives. Our teams of business analysts, project managers and software engineers continuously build on their successes to stay at the forefront of technology for Enterprise and Service Oriented Architectures. We connect the right policies, processes, staffing and technology to achieve the desired outcome-and position the organization for future growth.

Business Intelligence & Data Warehousing

For data to be intelligent, you must first resolve issues related to inconsistent data models and definitions, multiple formats and applications, and disparate platforms. Chenoa applies deep domain knowledge and innovative thinking to execute on-demand analytics that turn corporate data stores into a source of sustained competitive advantage.

Portal Development & Content Management

Enterprises are pushing out multimedia content to Internet sites and knowledge-based web portals, while pulling in user-generated content-all without compromising information security. Chenoa streamlines the process for creation, review and publication of content on the Internet, extranets, and intranets.

Open Source Customization & Integration

Proprietary software rarely fits the bill right out of the box. After customization, there are high licensing fees and maintenance expenses. Open source technologies enable clients to achieve their IT objectives at far lower costs. Our OS gurus develop architectures that support today's complex multi-platform, multi-application IT environments.

Custom Application Development

Strategic business operations require purpose-built solutions that give clients a competitive edge. Chenoa's "fit for purpose" philosophy means our software is built with the explicit goal of making clients more efficient, productive and profitable. We use Agile software development and Scrum processes to rapidly deliver pragmatic functionality.

Quality Assurance & Testing

Whether developing software in-house or outsourcing, IT organizations benefit from independent quality assurance that guarantees products conform to specifications, have zero defects, and perform as expected. Chenoa is ISO 9001:2000 certified with a strong focus on quality management. Our on-demand services include functional, performance, load, security and automation testing.

Staff Augmentation

Businesses need to be more agile. But with various projects ramping up or down at any time, IT organizations struggle to recruit and retain the right mix of technology professionals. Chenoa understands. We provide on-demand access to a global talent pool with deep domain knowledge. Our Transparent Staffing Model provides predictable workforce costs.

HOW WE ADD VALUE

Since 1998, Chenoa Information Services has built relationships with clients to become their trusted advisors. Our team of business analysts and technology experts offers the deep domain knowledge necessary to connect business challenges to IT solutions. With a fit-for-purpose philosophy that drives technical innovation, and an onsite/offshore engagement methodology that accelerates delivery, Chenoa achieves results that consistently exceed expectations.

CONTACT US

Tell us about your most pressing problems. Together, we'll explore how Chenoa's sustainable IT services and solutions can position your business for strategic growth.