CASE STUDY



A FORTUNE 10 PAYER TRANSFORMS EMPLOYER GROUP ONBOARDING

Infosys Helix

Our client, a Fortune 10 national healthcare payer, set out to scale employer group onboarding while managing increasing complexity across plan structures, benefit configurations, and operational workflows.

Key Challenge

Breaking the Onboarding Bottleneck

As onboarding volumes grew, legacy processes struggled to keep pace. Manual case installation, fragmented workflows, and disconnected communication created delays and limited scalability. What should have been a streamlined intake process turned into a multi-week, multi-team effort.



The Solution

A Unified Execution Layer for Intake and Configuration

Infosys Helix introduced a unified digital framework that brought together intake, configuration, and collaboration into a single, automated environment. This shift eliminated operational silos and enabled faster, more coordinated execution across onboarding workflows.

Driving Seamless Onboarding at Scale

Automated Case Installation
Replaced manual, multi-step processes with configurable workflows, accelerating onboarding timelines.

AI-assisted Productivity
Enabled faster execution through "Ask Helix," improving user efficiency and reducing dependency on manual intervention.

Unified Collaboration
Integrated workflows and communication channels to eliminate cross-team friction and improve coordination.

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Benefits

Faster Onboarding. Higher Throughput. Better Execution.

By partnering with Infosys Helix, the client transformed onboarding into a streamlined, scalable process, reducing delays and improving operational efficiency across enterprise workflows:

50% reduction in onboarding turnaround time (TAT) achieved through optimized workflows for plan sponsors.

75% faster onboarding by reducing timelines from ~4 weeks to ~1 week via streamlined execution.

40% increase in operational throughput across intake and downstream workflows driven by process improvements.



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INFOSYS HELIX

An AI-first, cloud-native platform, Infosys Helix enables payers to unify workflows, eliminate operational silos, and scale with confidence. By integrating intake, configuration, and execution into a single digital backbone, organizations can accelerate onboarding, improve efficiency, and deliver better outcomes across the payer ecosystem.

Learn more about how we enable organizations to empower better care.



For more information, contact askus@infosys.com

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