

# BI-WEEKLY METRICS REPORT

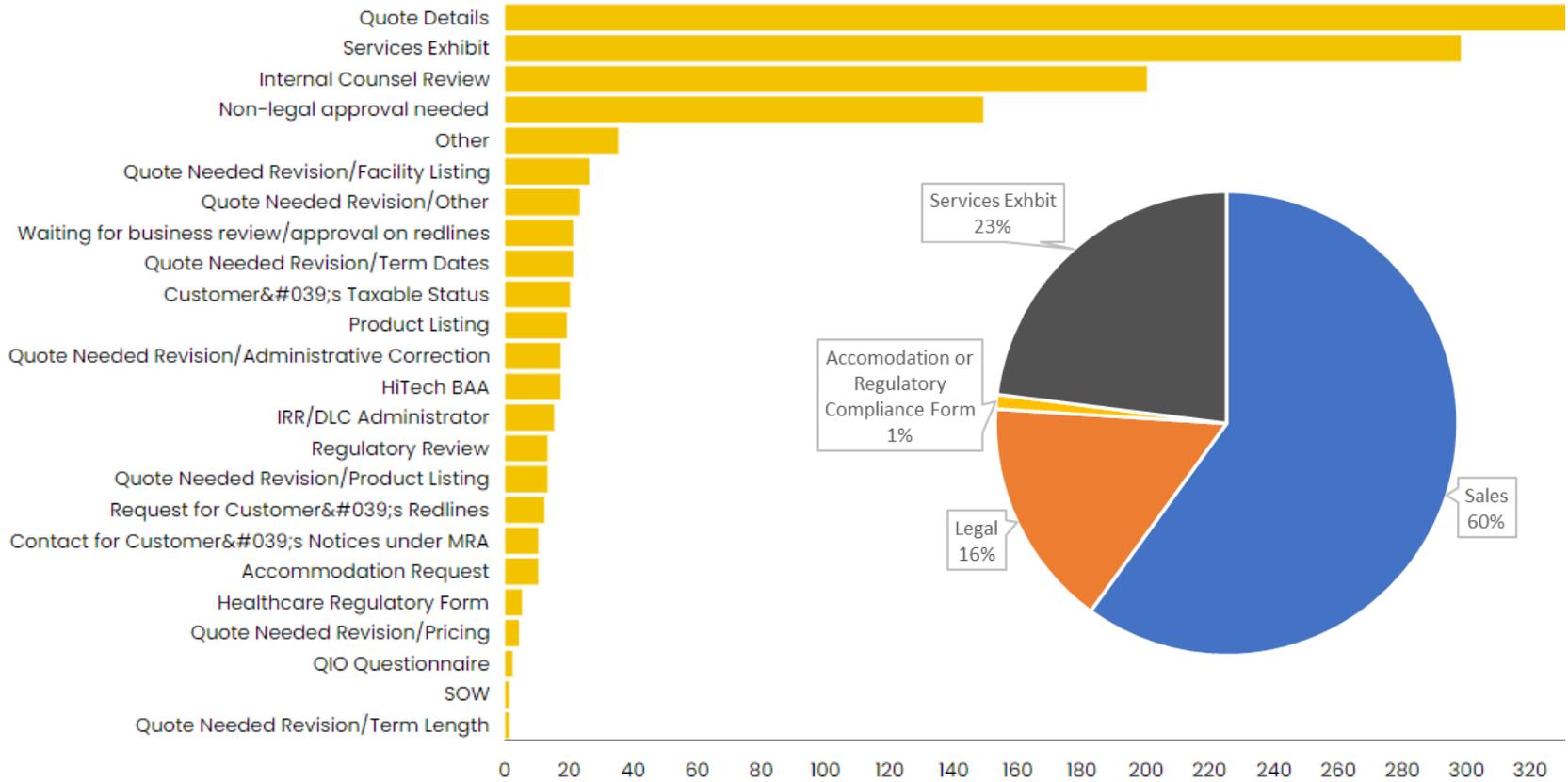
- By tracking all data points requested from Change Healthcare, Integreon started compiling a bi-weekly data report outlining the partnership's challenges and successes. In addition to spurring numerous process enhancements, these metrics led Change Healthcare to develop a click-through program for low-value routine contracts, create a Sales Ops team to proactively address common deficiencies, and set the stage for future automation.
- The following charts capture two of the most beneficial metrics collected: 1) Integreon touch times spanning various contract values/ scenarios, and 2) the questions and/or missing information that result in process delays.

## SAMPLE: INTEGREON TOUCH TIMES & ANALYSIS

AVG. TOUCH TIMES	Per contract version sent to Sales	X hours and X minutes
	Per contract with questions or deal changes	X hours and X minutes
	Per contract with no questions	X hours and X minutes <i>(X% shorter than w/questions)</i>
	Per contract with ACV over \$20k	X hours and X minutes
	Per contract with AVC under \$20k	X hours and X minutes <i>(identical to higher-value contracts!)</i>
	Per each contract version	V1 = X hours, X min. V2 = X, V3 = X
	Redlines	X hours and X minutes



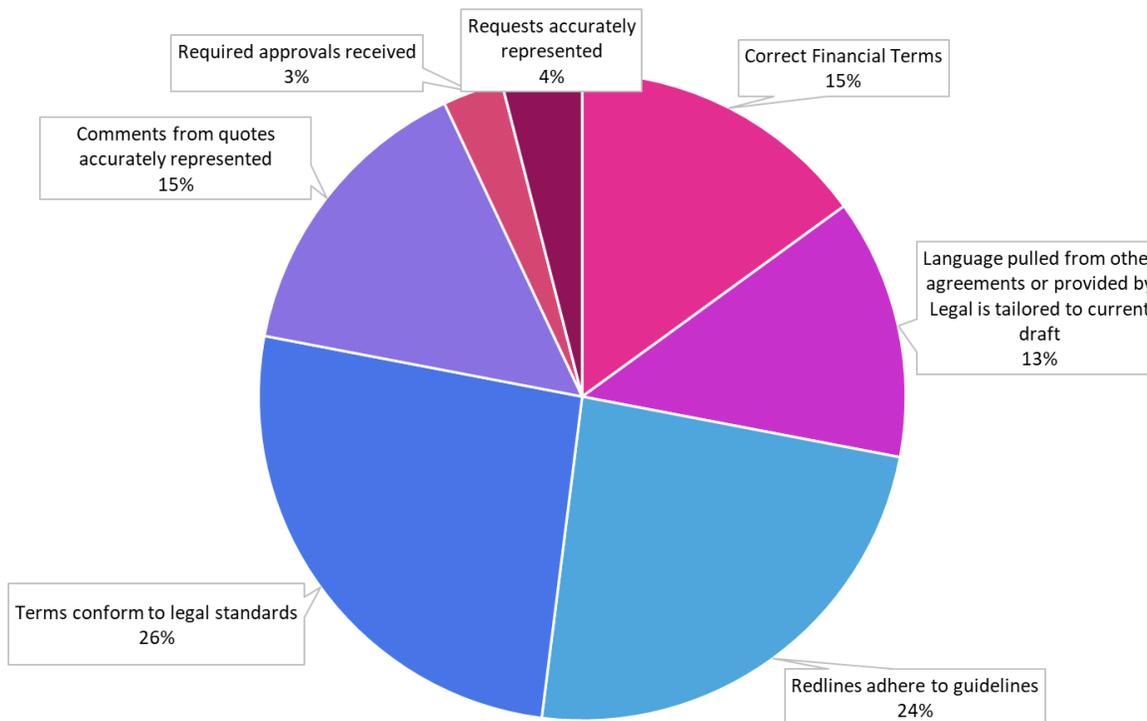
**SAMPLE: ISSUES OR QUESTIONS BEFORE CONTRACTS CAN BE COMPLETED (DETAILED & SIMPLIFIED)**



# DASHBOARD

- As the partnership evolved, Change Healthcare wanted the myriad of data collected about the Integreon partnership to be captured in one place to facilitate creation/analysis of on-demand metrics and KPIs. To that end, they use an automated dashboard, developed in partnership with UpLevel Analytics.
- A simple dashboard mock up is below. As you will see, it allows for both big picture understanding and individual analysis of each player, all in a highly visual, user-friendly way. For example, CHC tracks substantive and drafting misses; by analyzing that information, the internal & external teams can identify training gaps and/or problem areas, and ensure outside vendors' work meets internal quality expectations.

**Breakdown of Substantive Misses Found during Quality Checks**  
(Results available for either the group or individuals)



**Quality Scores by Individual Drafters**

Individual Drafter	Drafts	Quality Score
Anna	64	95.89%
Bob	20	95.00%
Clarence	13	98.88%
Dave	35	97.92%
Emily	9	93.69%
Frank	65	97.92%
Georgette	39	98.75%

**981**  
Total Contracts Executed

**27**  
How many contracts are in-progress that haven't been sent to sales?

**27%**  
Of contracts sent to Sales had ACV under \$20k

**167**  
Contract versions cancelled before they could be sent to Sales

**1.66**  
Avg. contract versions per contract request