

## Software and Analytics Solutions for Healthcare and Financial Services

### ARGO At-a-Glance

2018 marks the 38th year that ARGO technology-based solutions have shaped the financial services industry. What began as a venture to improve the consumer experience in banks has evolved into industry-specific solutions for lending, transaction processing, and fraud detection.

Scalable, interoperable products and services from ARGO include mission-critical solutions that feature predictive analytics, workflow automation, real-time online processing, decision support, document imaging, operational reliability, and capabilities for multiple users spanning multiple channels – complemented by decades of experience in implementation and project management. This expertise formed the foundation for our expansion into a second industry: healthcare. These core competencies now deliver measurable results for customers in both healthcare and financial services.

ARGO solutions are designed to drive performance improvements and process transformation from a physician's office to a hospital, and from an institution's distributed sales staff to the back office through:

- Patient, Customer, and Information Management
- Duplicate Record Reduction
- Omni-channel Service & Sales Process Innovation
- Enterprise Workflow and Compliance
- Fraud and Risk Management

We invest in research and development to find inventive ways to deliver value to our customers and continuously improve existing products that encompass:

### Healthcare Solutions

**Entity Match & Resolution Enterprise Master Patient Index (EMPI)** – Goes beyond the traditional EMPI to detect and prevent duplicate records across multiple entities.

Using advanced, probabilistic matching, natural language processing, and artificial intelligence, the ARGO EMPI solution empowers organizations to achieve the ONC's 2020 goal of duplicate patient records below 0.5 percent, reduce costs, and improve matching accuracy, the quality of patient care, and revenue cycle performance.

To date, ARGO has evaluated more than 150 million patient records across multiple EHRs, and identified more than 50 million duplicate records.

**CareChain Post-discharge Patient Care Management** – Stratifies patient population based on clinical and patient-generated data to streamline care coordination throughout the continuum of care, and help organizations improve population health initiatives, achieve better patient outcomes, and reduce costs and the risk of readmission

**Health-PayPro Patient Financing/Lending in Partnership with Regions Bank** – Improves providers' cash flow and patient satisfaction, maximizes revenue, and diminishes bad debt by identifying payment options and extending flexible, real-time loans for out-of-pocket costs at the point of registration and online

### Healthcare Solutions by the Numbers

- Identified an average of 25 percent undetected duplicate rate in Health Information Exchange EMPI systems
- Detected an average of 18 percent unresolved duplicate rate in healthcare provider EMPI systems
- One of the largest integrated healthcare delivery networks in North America uses ARGO Entity Match & Resolution

### Deep Roots that Drive Measurable Results

- Improved Patient or Customer Experience
- Reduced Costs
- Lower Risks
- Decreased Losses
- Enhanced Patient Safety and Quality of Care
- Increased Record-matching and Data Accuracy
- Fewer Duplicate Tests
- Streamlined Admissions
- Increased Revenue Cycle Performance
- Improved Population Health Initiatives
- Enhanced Cash Flow

## Financial Services Solutions

**Fraud Detection** – Reduces losses, false negatives, and false positives with a multi-fund, cross-channel transactional fraud platform that uses real-time identification and prevention, and delivers a detection rate in many cases close to 95 percent. ARGO solutions perform fraud detection for over 300 financial institutions in over 40 U.S. states, Canada, the Caribbean, and Far East Asia. In 2017, we analyzed and reviewed over 400 million transactions for fraudulent activity.

**Lending** – Provides automated workflow and proof of process from sales and loan origination through decisioning and pricing to closing and document preparation. Retail and Commercial Lending solutions from ARGO help financial institutions improve efficiency, lower costs, accelerate growth, and mitigate risk.

**OmniTouch Retail Banking** – Paves the way for digital delivery, and expands legacy systems to include consistent, channel-agnostic account presentation and opening – enabling consumers to open an account or originate a loan in a branch or online or over the phone, and finish in the channel of their choice.

OmniTouch also features abandonment conversion, account attrition monitoring, actionable reporting, and 100 percent paperless fulfillment.

**Sales & Service** – Improves relationship management and customer service, and streamlines account fulfillment for mobile bankers, branches, contact centers, and across all digital channels. This solution incorporates paperless processing, flexible customer management capabilities, and fulfillment and service quality management tools to maximize customer interactions and expand revenue.

**Teller Payments with Real-time Fraud Detection** – ARGO OASIS Fraud and AML real-time fraud detection and prevention can be seamlessly embedded in our Teller Payments solution to help institutions reduce fraud losses from cashed checks, improve the customer experience, and decrease false positives

### Financial Services Solutions by the Numbers

- Close to 300 banking customers in all financial services sectors
- Five of the top 10 financial institutions in the U.S. use ARGO solutions
- Processes over 100 million financial transactions daily in 32,500 financial centers nationwide
- Detected close to \$87 million in fraud for our customers in 2017

## Support and Monitoring Services

In addition to Helpdesk Customer Support, the **ARGO Early Detection Monitoring Service (EDMS)** combines our specially trained technical support experts and embedded monitoring software infrastructure to ensure high operational reliability. EDMS monitors and analyzes more than 250 key performance indicators, resulting in ARGO customers experiencing 99.98 percent uptime availability. Our analysis of over 24 billion annual transactional requests from over 100,000 desktops across 45 states results in EDMS predicting impending issues and/or outages 64 percent of the time. For events EDMS cannot predict, ARGO is the first responder 75 percent of the time, allowing for resolution and restoration of normal operations for 94 percent of issues in under an hour.

**ARGO has deep roots that form the foundation for our growth, and drive measurable results for our customers.**



Applying 38 years of experience, ARGO designs and implements software for financial services and healthcare organizations. Financial services solutions include anomaly detection for fraud and BSA/AML, sales, service, and relationship management, retail and commercial lending, and teller payments processing. Healthcare solutions address patient record matching; duplicate records; post-discharge patient care management; and patient financing/provider cash flow.

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