

CASE STUDY

Global Healthcare Company Saves \$500K Through Billing Reconciliation, a 4X ROI

Learn how a global healthcare revenue management company used ActivTrak to verify working hours and find hidden cost savings.

Overview

A leading healthcare revenue management company helps medical practice clients optimize their revenue cycle through improved cash flow, reduced claim rejections and streamlined accounts receivable management. With over 600 remote contractors across their global network, the company needed a solution to efficiently track productivity and verify billing accuracy while maintaining high service quality.

Challenges

The company struggled with verifying contractor working hours as it rapidly expanded. Their virtual desktop environment made it particularly challenging to audit hours billed against hours actually worked, requiring managers to manually review recorded time for each employee – a time-consuming process that hindered productivity. Additionally, their existing systems only retained data for 30 days, limiting their ability to set goals based on historical performance. The company needed a solution that could streamline hour verification, expand data retention and implement seamlessly without disrupting operations.

- Manual, time-consuming process for verifying contractor working hours
- Difficulty auditing hours billed against hours worked in virtual desktop environments
- Need for seamless implementation to avoid disrupting existing workflows
- Struggle to keep account receivables under 30 days
- Growing contractor workforce requiring scalable monitoring solution

Solution

The company implemented ActivTrak's workforce analytics platform, integrating it with their existing HR systems and virtual desktop infrastructure. The platform provided automated reporting, customizable productivity tracking and extended data retention for trend analysis. ActivTrak's onboarding team ensured quick implementation with minimal disruption.

Implementation

The company adopted a measured, phased approach that prioritized transparency and engagement:

1. They openly communicated monitoring objectives to contractors and integrated ActivTrak with their BambooHR platform.
2. Custom productivity tracking was implemented based on role-specific KPIs, while automated reporting tools were developed for billing verification.
3. Account managers received comprehensive training on how to use productivity insights for coaching.

The team leveraged ActivTrak across several key areas:

Billing Reconciliation: By combining ActivTrak data with HR systems, they created custom reports to verify contractor hours against invoices. This uncovered \$500,000 in potential annual over-billing and reduced billing discrepancies from 15% to 3% within four months.

Performance Optimization: Productivity trend data helped establish baselines and individual goals, enabling quick identification of training needs and process improvement opportunities.

Workforce Planning: Integration with HR systems provided accurate insights for staffing, payroll and training decisions. ActivTrak also helped the company establish productivity baselines for work policies and training programs.

“When we first deployed ActivTrak, I predicted a 10-15% improvement in cost savings and productivity. After analyzing the data, it came to exactly 15%, validating our expectations.”

Chief Financial Officer



Results

The ActivTrak implementation delivered substantial benefits across three key areas:

Financial Impact

- \$500,000 in annual cost savings
- 4X return on investment
- 80% decrease in billing discrepancies

Operational Efficiency

- Automated reporting replaced manual review
- Real-time productivity visibility for managers
- Data-driven capacity planning and resource allocation

Workforce Engagement

- Enhanced transparency in performance metrics
- Improved coaching and support systems
- Greater contractor buy-in through shared insights

“We'll get increased productivity, which makes our clients happy and generates revenue.”

VP of Technology



Future Plans

The company continues to leverage ActivTrak's insights for strategic business planning and training program development, and plans to extend its implementation across additional business divisions to enhance its capacity planning and workforce optimization capabilities.

About ActivTrak

ActivTrak helps organizations improve performance and optimize productivity. Our workforce intelligence platform transforms work activity data into actionable insights, providing the only complete solution with employee monitoring, productivity and performance management, and workforce planning capabilities that deliver measurable ROI.

[Request a demo](#)