



Data Sheet

TriZetto® QicLink™ Benefits Administration Application Management Services

Delivering expertise in IT and application management so you can focus on the business of benefits administration

TriZetto® QicLink™ Benefits Administration Application Management Services delivers high-quality hosting services that enable your organization to focus on client-facing core competencies, while your IT infrastructure and application management functions are expertly maintained.

We offer quality Application Management Services that enable you to focus on what you do best — with applications experts who integrate, host, monitor, and manage your software applications from our secure, state-of-the-art data center.

Your business will enjoy guaranteed performance; a state-of-the-art infrastructure; and unparalleled hosting and management expertise in support of your QicLink Enterprise™ core administration system and other critical applications—all for a cost-predictable monthly fee.

The QicLink Benefits Administration Application Management Services solution is part of the Cognizant line of TriZetto Healthcare Products—a portfolio of software products that help healthcare organizations enhance revenue growth, drive administrative efficiency, improve cost and quality of care and improve the member and patient experience.

Benefits of a Hosted Application Management Solution

- **Flexibility** – Your QicLink benefits application management subscription fee can be converted into an enterprise license at a later date—should your business needs change.
- **Infrastructure** – Hardware, storage, communications and all support for the production infrastructure is provided.
- **HIPAA Compliance** – Our state-of-the-art data center meets HIPAA standards for security and privacy.
- **Predictable Costs** – Eliminate costly surprises associated with system expansion or hardware replacement.
- **Mitigate Risk** – Full nightly data backups, with off-site storage, protect your operation and provide full capability for stored data. Additional disaster recovery services are available to support your business continuity strategy.
- **Scalability** – As you bring on new business, we manage your growing server and storage requirements.
- **Rapid Implementation** – Experienced QicLink application specialists implement your new business groups quickly and professionally.
- **Release Upgrades** – Take advantage of new enhancements and functionality, as we implement the latest upgrades.
- **Standard Policies and Procedures** – Established best practices and standards to protect your system and streamline implementation of new features, plans, products, groups, etc.

Delivering Cost-Effective Results

Our product expert resources, operating in secure, HIPAA-compliant data centers, will work closely with your staff to meet your specific business and technology needs. Knowledgeable business analysts, system engineers, and system administrators have deep experience with QicLink configurations and can quickly resolve any issues that may arise.

Our product experts will:

- Monitor and support the QicLink software, hardware and telecommunications equipment that drives your business
- Provide telephone support on the use of your QicLink software applications
- Ensure full recovery capability for your stored data
- Implement QicLink application enhancements
- Apply documentation updates
- Implement a mirrored database environment for additional data protection

Additional services available to you on a time and materials basis:

- Custom programming
- Training
- Assistance or support for any custom software
- Enhanced disaster recovery services

The Value of Application Management

QicLink Benefits Administration Application Management Services deliver results you can measure. Key business indicators provide information you can use to assess the quality of service we provide; while specific Service Level Agreements (SLAs) with your organization guarantee system availability and performance levels. Focus on achieving your business vision while we expertly manage the applications and infrastructure that help you get there.

Optimize Your Business

In addition to QicLink Benefits Administration Application Management Services, we offer an extensive line of solutions and services that harness the power of digital to optimize your business. Achieve new levels of performance and efficiency with Digital Business, Digital Operations, and Digital Systems and Technology capabilities from Cognizant.

For more information about how the Cognizant line of TriZetto Healthcare Products can help you enhance revenue growth, drive administrative efficiency and improve cost and quality of care, call 1-800-569-1222 or visit www.cognizant.com.

About Cognizant

Cognizant's Healthcare Business Unit works with healthcare organizations to provide collaborative, innovative solutions that address the industry's most pressing IT and business challenges—from rethinking new business models, to optimizing operations and enabling technology innovation. A global leader in healthcare, our industry-specific services and solutions support leading payers, providers and pharmacy benefit managers worldwide. For more information, visit www.cognizant.com/healthcare.

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