

September 09, 2009

Every second Wednesday of the month, we deliver newsletter that contains four sections including case study, a new trend in the industry, company news and a quote. We hope you enjoy and learn. Feel free to reply if you have any feedback or need further information.

Case Study

Problem: A dental practice, with its ever increasing number of patients, was suffering due to its manual paper and filing based record keeping method to keep track of its patients' insurance benefits. Often times, the practice would have outdated insurance benefits and outstanding claims were being rejected by the insurance provider.

Consequences: Inefficient use of time, loss of productivity, and most importantly, loss of revenue due to incorrect dental benefits and coverage information for their patients. The patients were unhappy as well for the surprise charges that they didn't know at the time of their appointment.

Solution: The client (dental practice) outsourced its record keeping system automation project along with its insurance verification process to FSD Solutions. A website www.checkurinsurance.com was developed to keep track of insurance verification. Also now every day, a HIPPA compliant staff at FSD Solutions call center makes calls to insurance companies and acquires a complete breakdown of coverage and benefits for the patient from his or her insurance provider. The impact experienced by the clinic after outsourcing this tedious process has been phenomenal. It has increased efficiency at the dental clinic, virtually eliminated surprises when filing insurance claims and made its customers happier as they know upfront what their payment will be for any dental procedure. It has helped in allowing staff to focus on other activities rather than spend time on the phone dealing with insurance claims and companies. Thus FSD Solutions was able to provide a total end-to-end integrated solution to the Dental Practice.



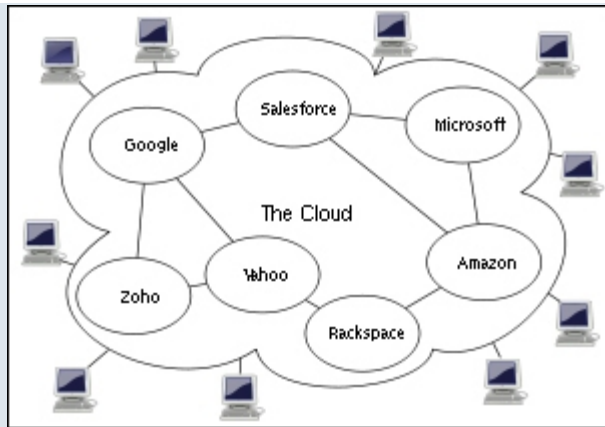
New Trend in the Industry

For this month, we chose cloud computing.

Cloud Computing: Cloud computing is a style of computing in which infrastructure, platform and/or software resources are provided as a service over the Internet. The way Cloud computing took off this year has taken many experts and companies by surprise.

Two key concepts:

- Processing 1000x more data doesn't have to be 1000x harder
- Cycles and bytes, not hardware, are the new commodity



See some of the vendors providing Cloud Computing services

FSD Solutions has partnered with Microsoft and Google to provide cloud computing focusing on the software applications for businesses.

Company News



August 2009: FSD Solutions has achieved another major milestone by becoming a MSC Status Company in Malaysia awarded by MDeC (the relevant government authority in Malaysia). It has opened an office in the Cyberjaya, the city built from ground up for knowledge and technology companies about 50 km south of Kuala Lumpur, the capital of Malaysia. It plans to start operations in Malaysia from November 2009. This success will help FSD Solutions to grow further internationally and will make it truly a global company with physical presence in four countries.

Quote of the Month

"Since the birth of life on the planet earth, the species that survived were not the ones who were the strongest or the biggest but the ones who knew how to change and adapt."
And this is true for businesses as well.

If you have any feedback or need to discuss any potential opportunity, feel free to reply to this email or contact your point person at FSD Solutions.

