
Scaling RCM Excellence with a 300-Strong GCC

Overview

A leading U.S. healthcare technology company focused on Revenue Cycle Management (RCM) needed to modernize aging systems, reduce manual workloads, and scale rapidly—without compromising compliance. What began with just two pods evolved into a 300-member GCC across three Indian cities. With R Systems' Co-Pilot model, the company built a modern, rules-based RCM engine that today anchors its automation strategy and claims-to-cash excellence.

Client's Challenges

Driving GCC Growth with Precision

High Manual Workloads

Repetitive, rules-driven RCM tasks consumed effort, reduced productivity, and created audit risks.

Compliance and IP Control

Sensitive payer data required robust in-house governance and protection from vendor exposure.

Scaling Heavy Operations

Transaction-intensive processes needed rapid expansion without spiraling costs or workforce burnout.

Legacy Platform Bottlenecks

On-prem RCM systems slowed claims cycles and struggled with peak-volume scalability.

Our Approach & Solution

Driving GCC Growth with Precision



Cloud Modernization Blueprint

Replatformed legacy RCM stack into a cloud-native architecture with CI/CD pipelines and API gateways.



Domain-Centric Talent Model

Hired and cross-trained RCM specialists in Python, Power BI, and UiPath for automation-led growth.



Rapid Pod Deployment

Launched registration and charge entry pods within 60 days, delivering measurable early ROI.



Structured Captive Transition

Executed full talent and IP transfer after seven years of co-management, with zero disruption.

Business Impact

Driving GCC Growth with Precision

R Systems enabled the client to achieve scale, compliance, and automation-led productivity gains.

30% Faster Claims-to-Cash

Cloud migration and RPA reduced cycle times, accelerating revenue realization.

20% Productivity Uplift

Process automation and real-time analytics eliminated manual work and errors.

Multi-Million Annual Savings

Scaled to 300 FTEs in India at a fraction of U.S. delivery costs.

Zero Downtime Transition

Seamless GCC handover ensured no SLA breaches or operational disruption.

About Us

Driving GCC Growth with Precision

4500+ Employees Worldwide
208 Million USD Revenue
28 Offices Worldwide



NSE
BSE
Publicly Listed



Global Footprint

USA, India, Europe, APAC
Established in 1993



Services

Digital Product Engineering (DPE),
Custom Application, Mobility,
Testing, Knowledge Services,
Customer Experience



Digital Technology

Cloud & DevOps, Data & Analytics,
AI / ML, Embedded, Automation,
Enterprise Packaged Services

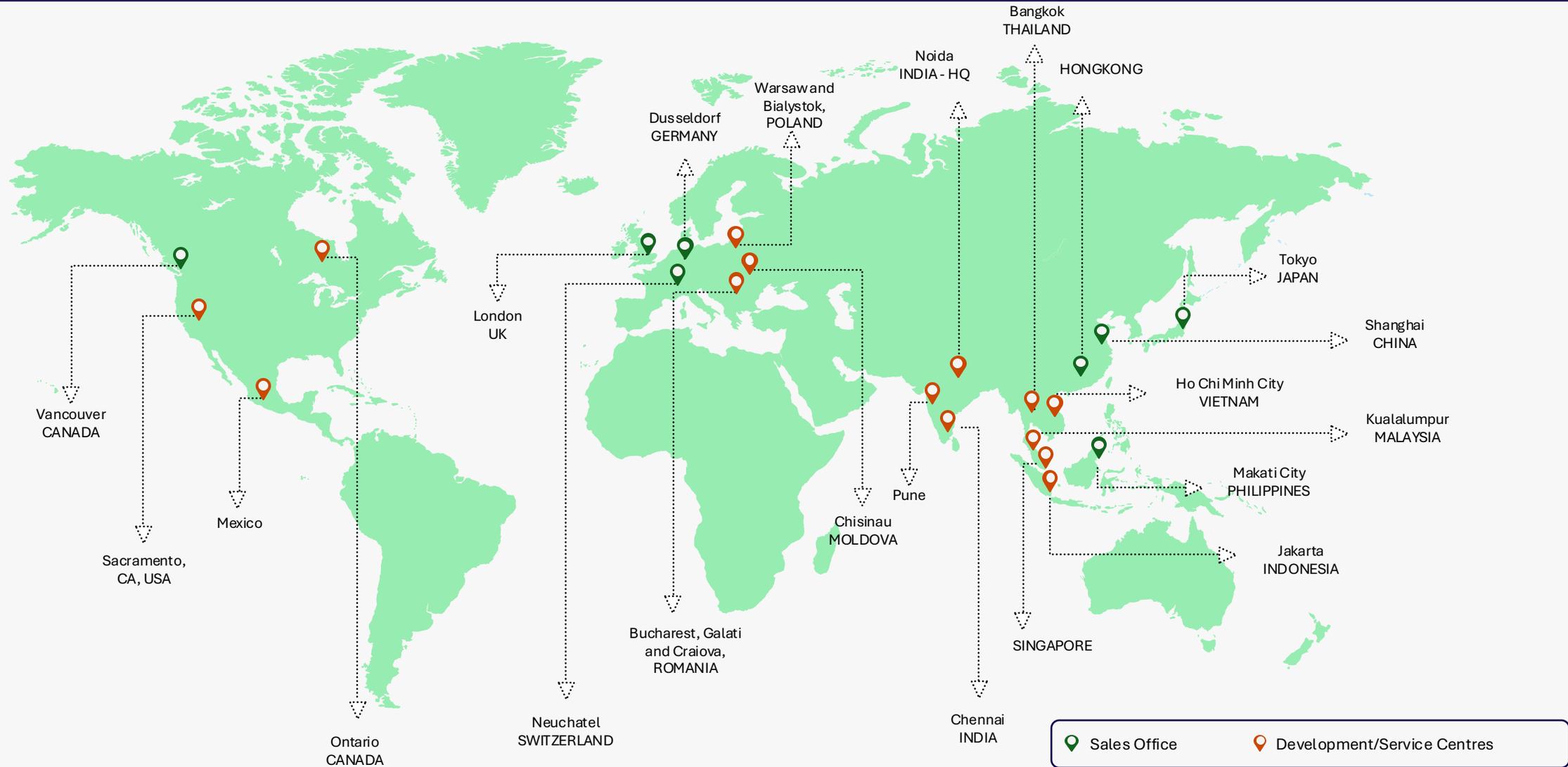


Verticals

Telecom & Media, Tech, Internet,
and Platforms, Healthcare,
Banking & Financial Services,
Manufacturing, Logistics,
Automotive, Public Services

Global Presence

Driving GCC Growth with Precision





R Systems: Building GCCs that power healthcare transformation at scale

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