



# HARTTRON COMMUNICATIONS LTD

**DELIVERING WITH PERFECTION, INNOVATION & EXCELLENCE SINCE 1988 & Helping  
Businesses To Grow Better. . .**

# Why Choose Us?

For the last 35 years, we have been a prominent market leader in this industry. By utilizing our infrastructure and allocating a dedicated team, we can manage your call flows while you concentrate on your core products and services to deliver excellent CX.



## Our Story

Initially excelled in the manufacturing of telecom equipment from 1988 to 1999, in collaboration with the DOT of the Government of India. Later, we expanded our horizons by entering the global outsourcing arena, specializing in Business Process Outsourcing (BPO).

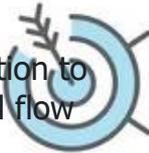


## Our Vision

As an organization, we take immense pride in serving not only as a service provider but also as a strategic partner to businesses. Our passion lies in helping businesses achieve their goals, and we strive to provide the best possible support to our clients.

## Our Mission

We firmly believe that businesses can achieve growth with a conscience and thrive with a soulful approach. Our solution to achieve this is through inbound. To this end, we have developed an ecosystem that addresses all aspects of your call flow traffic.



# About Us

Hartron Communication Ltd. came into existence in the year 1988, and got incorporated as a Public Sector Undertaking for manufacturing Electronic Telephone Exchange for supplying to Government of India. Hartron, diversified in 2002, is a pioneer in Business Process Outsourcing (BPO) with a focus on IT-enabled services. It has successfully served global organizations in various sectors like Customer Care Management, US Healthcare, Medical Billing and Coding, Insurance, Telecom-CC/CX, Core IT & ITES, Contact Center/CX, and Pharmaceuticals. Hartron's success is attributed to its combination of leading-edge business strategies, robust on-premise IT infrastructure, and a team of highly skilled professionals. The company's consistent adaptation to advanced technology, effective hiring practices, and a rigorous Learning & Development framework have contributed to its growth as one of India's most preferred BPO companies.

## Our Principles



At the core of our business are principles that guide our decisions, actions, and relationships. These principles shape our culture and define who we are. They are not just ideals — they are lived every day, at every level of our organization and have thus become the pulse of our organization.

# Services: International & Domestic



## US-Health Care Sector Revenue Cycle Management/Medical Billing :

Revenue Cycle Management at Hartron is not just about financial management but is about contribution towards dedicated approach for every patient's health. We truly believe in high quality patient care; doctors should be free of all other administrative obligations. Managing revenue cycles with frequent claim denials is a hectic job and that is where Hartron with its trained and expert team can help medical practitioners with effective Revenue cycle Management (RCM), Medical Billing, denial claims processing, tracking unbilled accounts, recovery, financial reports and account reconciliation. Once all these administrative obligations are fulfilled doctors can contribute their entire time towards more and more patients in need. The accounts fall in order as our expert team vigilantly takes care of all unbilled accounts, rejections and appeal ensuring steady growth in the collections.

Our comprehensive Revenue Cycle Management (RCM) suite includes Credentialing, Patient scheduling, Eligibility verification and pre-certification, Patient Demographics, Coding, Charge Entry, Electronic / paper claim submission, Payment posting, Denial management, Accounts receivable management, AR follow-up, ICD coding, Benefits Verification, Pre-Certification, HIPPA, CMS 1500 claim form, UB04, Effectively handling denials, clearing house rejections, patient calling and patient statements and daily reporting. We have expertise in handling multiple medical billing software/applications.

## Medical Coding

Empowered by a large professional team which is committed to deliver quality with a shortened time of delivery Hartron has emerged as the pioneer in the medical coding field. Our commitment towards quality and timely delivery is what we assure and our expertise can be accessed through collaboration. The coding process includes the following steps:

- ❖ Hospitals LIS/ EMR system or Patient documents / files / reports that are electronically scanned at our client's office are seamlessly and securely accessed by Medusind's coding team using our 3-DES encrypted VPN connections
- ❖ Our teams verify and validate the documents, split them into batches and review them for completeness, quality and readability.
- ❖ Diagnosis, Procedure Codes and modifiers are assigned as per client descriptions and guidelines. Modification of certain codes maybe made as per carrier requirement(e.g. certain insurance carriers require ASA code).
- ❖ Our diligent quality control teams audit the dictation and process it further for charge entry and cash posting.



## **Contact Center & Customer Experience**

Elevate your Telecom CC/CX operations by partnering with Hartron. In today's dynamic digital environment, acquiring and retaining customers is more challenging than ever. Hartron combines its deep expertise in technology, data analytics, and process excellence to deliver consistent value with high quality. As an ISO 27001:2019 certified organization, we ensure the highest standards of data security. Our dedicated in-house teams for quality assurance and learning & development enable us to provide top-tier customer support tailored to your business needs.

Our comprehensive package includes our expertise in:

- Inbound/Outbound Customer Service
- Sales/Lead process
- Back Office support
- Collection
- Chat –online
- Technical Support
- Email Support
- IVR support
- AI Management System

Hartron as a telecom BPO partner assures that your customer is enjoying the best customer care experience and new customers are continuously added to the existing pool of customer base.

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## **Intellectual Property – LPO**

Protect your innovations with Hartron's expert LPO services. Our expert LPO team offers seamless intellectual property management and patent filing services. We specialize in securing your ideas, providing comprehensive patent application drafting and filing, from prior art searches to final USPTO application.

- Patent Drafting • Prior Art Searching • Patent Filing



## E-Commerce: Meeting the Rising Demand for Instant Gratification

The supply chain industry is under immense pressure due to consumers' increasing expectations for instant fulfillment. In the highly competitive e-commerce landscape, swift and seamless customer care services are crucial differentiators.

**Partner with Hartron** to deliver an exceptional customer experience that sets your brand apart. Our Comprehensive Service Package offerings include, but are not limited to:

- Order Booking & Promotion
- Inbound/Outbound Customer Service
- Order Tracking & Back Office Support

## Sales / Lead Generation Process

We specialize in driving business growth through our top-notch B2B and B2C Sales and Marketing solutions. We provide marketing solutions, more than just execution through our strong ideation and conceptualization capabilities. We offer our competencies across Data Management, Direct Marketing and business intelligence through: • Outbound /Inbound Calls • Lead Generation • Product Promotion/Sale • Back-Office work.

## B2B & B2C Sales & Marketing Solutions

Unlock growth with our globally recognized marketing services. More than just execution, we bring strategic ideation and conceptualization to the table. Our core competencies include:

Data Management  
Direct Marketing  
Business Intelligence

We deliver through: • Outbound/Inbound Calls • Lead Generation • Product Promotion/Sales • Back Office Support

## Backend Support Excellence

Collaborate with Hartron for robust backend operations tailored to your performance metrics. With over **20 years of experience**, we've mastered the art of customer care and backend services, supporting leading names across: Insurance, Banking, Telecom, Health, IT, Real Estate, and NGOs.

We offer: • **Data Entry on CRM** • **Document Verification** • **Data Migration** • **Inbound/Outbound Customer Service**



# Our Distinctive Clientele - International

NueMD  
An AdvancedMD company

eClinicalWorks CollaborateMD

kareo™

netTALK

Apogee  
MD EHR

# Our Distinctive Clientele - Domestic





# CERTIFICATION / DATA SECURITY & COMPLIANCES

We understand the critical importance of data security, especially in highly regulated industries. Our Call Centre operations do comply with all relevant industry standards, including:

- Using **Quality Standard ISO 9001:2015** (Quality Management Systems)
- Using **information Security Management Standard ISO 27001:2022**(Information Security Management)
- Using **Data Protection Standard PCI-DSS and SoC**
- We do have in place **Internal InfoSec Policy of Hartron Communications (DLP & DP)**
- Following **VAPT-** Vulnerability Assessment and Penetration Testing compliances. It's a security testing process that helps organizations identify and fix security weaknesses in their IT systems and software
- **Data Protection Regulations in India (DPDP- 2023)**

All customer interactions will be handled securely, and access to sensitive data will be restricted based on role-based access controls.





Service operational in multiple locations



Multiple fully redundant combined internet connectivity & IPLC bandwidth



Enterprise class Voice and Data infrastructure riding of Fortigate, Cisco, VoIP, IP equipment's



24X7 Network Operation Center and globally recognized network, Servers & application monitoring tools



IDS/ IPS, Content filtering, Spam & Virus Filtering gateways at perimeter layer



Active Directory Domain, End Point Security and DLP



1,000-seat capacity per shift



**Deliver Quality**

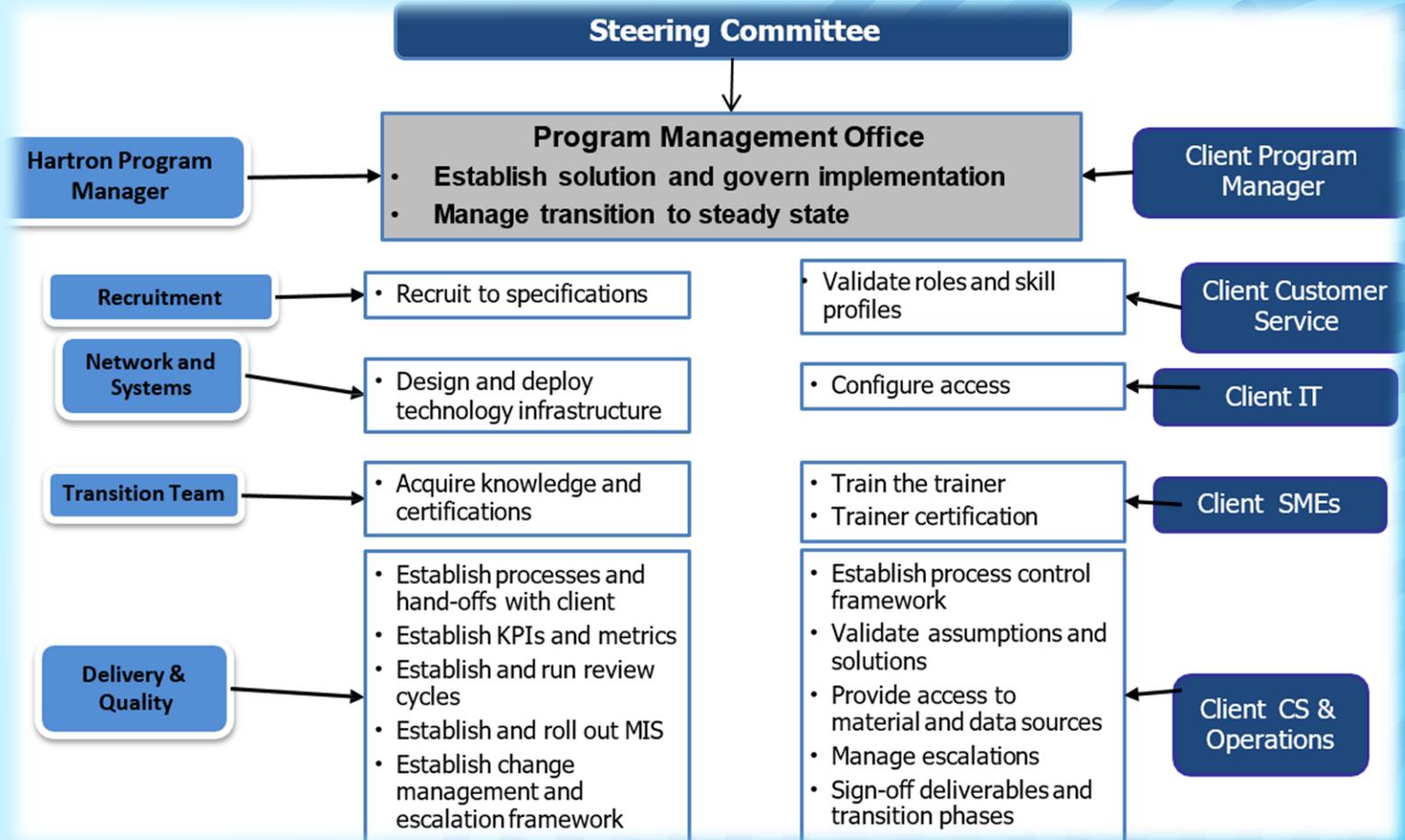


**Practice Ethics**

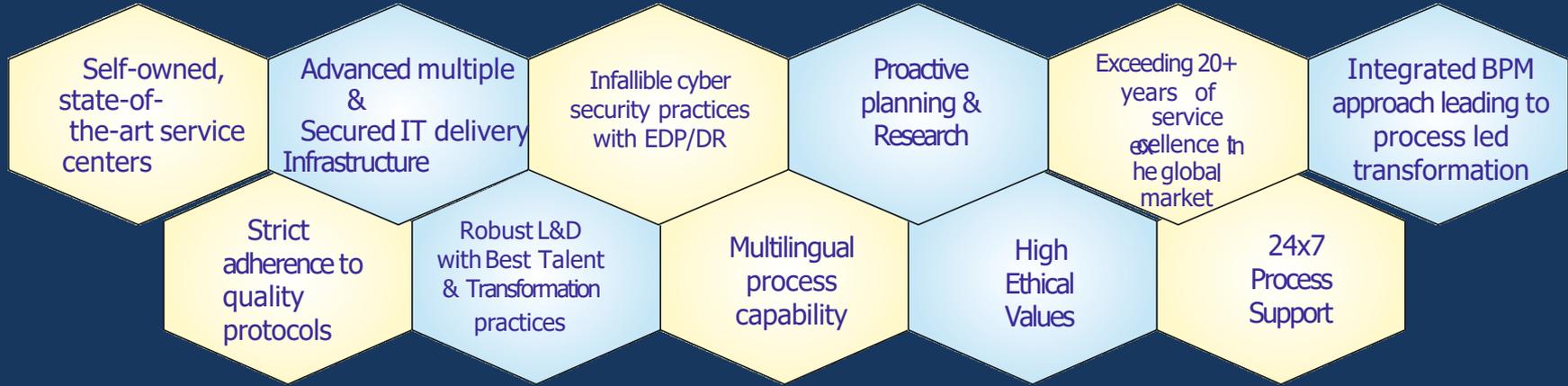


**Attain Excellence**

# H A R T R O N COMMUNICATIONS LTD



# WHY HARTRON?



Hartron Communication Ltd. an *ISO 9001-2015, ISO 27001:2022 certified company*

Curious to know more? Head over to  [www.hartron.in](http://www.hartron.in)

Reach out to us anytime at  [info@hartron.in](mailto:info@hartron.in) — We're happy to assist you

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