

A photograph of a male doctor in a hospital setting, wearing a white surgical cap and a white neck brace. He is looking down at a computer screen, which is partially visible at the bottom of the frame. The background is slightly blurred, showing other people in white coats.

The Leader in Health Information and Clinical Documentation

About iMedX

iMedX, founded in 2002, is an integrated medical document management and health information solutions company based in Atlanta, GA. Through its continuously growing technological capabilities, iMedX offers a full suite of high-value revenue cycle management solutions including medical transcription, medical coding services and data analytics. The company, a top-rated KLAS vendor, employs over 3,000 people worldwide. Its leading-edge technology, custom solutions, best-in-class quality and commitment to service excellence allow iMedX to focus on driving positive results and success for healthcare clients across the U.S.

With more than 2,000 employees across 7 states and different policies and each of these locations, handling day to day HR tasks has always been a hurdle. The company approached Intersoft to find a solution that would help streamline their HR activities.

HR Hurdles faced by iMedX

Multiple compensation policies with no common pay structure

Integrating teams from new acquisitions

Managing inter entity movements

Limited visibility of employee information

No structured process to handle employee queries and educate them on company policy

Paper based appraisals was very inefficient and rewards were not consistent with performance

Gathering biometric and attendance data to run payroll was a herculean task

How myHRSuite enabled them to tap their HR

Employee interactions are tracked from **Talent acquisition** till exit.

Intersoft personnel worked with the iMedX team to create common **HR policies & compensation structures** within the organisation.

Onboarding enables employees to enter all pertinent information to ensure error free data especially for **statutory compliance**

Employees are required to view & accept **company policies** periodically

Online performance management allowed the management team to better understand their employees and take proactive action where required.

Approval workflows involved overseas stakeholders where required to ensure that project managers etc didn't have any surprises

Biometric integration & online shift management ensured that all Team Leads knew exactly who was at work and helped them with creating contingency plans if needed.

Major Paybacks

On Demand and subscription based reports

Employee Self Service reduced the burden on the HR team

Easy payroll since data is collated in real-time always

Daily updates to the ERP system

“It isn’t easy to hire these days, and we really want to create an environment where people want to work for us. myHRSuite is part of that culture.”

"And a big thanks for taking the headaches out of our payroll and you guys are the best. "



- Clive Reynolds, AVP- Human Resources, iMedx