

NO OUTAGES

NASCO's core strength comes from our claims processing system, which is unsurpassed in the market for reliability, flexibility, scalability and operational performance. And it is our vision to be at the heart of the fastest, most effective and efficient Blue payer system. To accomplish this task, we are placing an even greater emphasis on delivering consistent and reliable services to our Plan customers.

We have a number of standard processes in place to ensure the stability of our mainframe and mid-tier environments, but as NASCO continues to grow, we understand that with this growth comes great responsibility – the responsibility to ensure that we are skillfully managing our growth and maintaining the superior level of reliability and operational performance to which our Plan customers have become accustomed. To this end, NASCO has instituted several new processes and introduced new tools that are providing valuable insight and visibility into each product's availability and allowing NASCO to remain proactive in ensuring system stability.

NASCO is dedicated to operational efficiency and performance, and we understand that it takes more than processes and tools to ensure system stability – it takes the knowledge, support and perseverance of everyone involved. Therefore, in addition to implementing new processes and tools, we have also charged each individual NASCO associate with the responsibility of ensuring system stability. For many associates, there is a personal performance goal associated with system availability and cycle completion. By bringing awareness to everyone within the organization about how their performance impacts the system and the company overall, we are fostering an environment in which each associate in one way or another is ensuring the stability of our system.

NASCO firmly believes that the value of a solution can only be measured by the results it achieves, and as we continue our quest of realizing our corporate mission of closing the payer gap, we are also ensuring that the results we are achieving are continuously improving and the systems upon which our customers rely are consistently reliable and stable.

