



RCM EDGE'S CASE STUDY

How 24/7 Medical Billing Services Transformed Its Operations by Partnering with Ispectra Technologies and Co-Creating RCM Edge

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A Story of Growth, Bottlenecks, and Breakthroughs

In the fast paced world of healthcare revenue cycle management, 24/7 Medical Billing Services has built a solid reputation. Since its founding in 2005, the company has grown to serve clients across 35+ U.S. states and over 40 medical specialties from cardiology to behavioral health. With a team of more than 500 certified billers and coders, 24/7 was a trusted name in RCM.

But growth, as they would soon discover, came with its own set of challenges.

As new clients poured in and demands multiplied, internal systems began to strain. Manual tasks slowed operations. Denials crept upward. And cracks started to show in processes that once felt solid. The very success that had propelled 24/7 forward was now threatening to hold them back.

This was the moment they reached out not for a vendor, but for a **partner**.

The Call for Change

As the healthcare RCM industry rapidly embraces AI and automation, organizations like 24/7 Medical Billing Services are leading the way. With a strong foundation already in place, the team recognized an opportunity to further enhance speed, scalability, and service quality through advanced technology

This led to strategic discussions with Ispectra Technologies. Instead of opting for a pre-packaged solution, the two companies chose a more ambitious path: co-creating a platform designed to scale in lockstep with 24/7's long term vision.

Building RCM Edge: A Joint Effort in Innovation

What emerged from this collaboration was **RCM Edge**, a powerful, AI driven, automation first SaaS platform tailored for the needs of high volume, multi specialty RCM teams like 24/7.

From day one, Ispectra Technologies and 24/7 worked hand in hand mapping workflows, identifying bottlenecks, and imagining a system that wasn't just functional but transformative.

Transformation in Just 60 Days

Once RCM Edge was deployed, the results came fast and they were dramatic.

Metric	Before	After RCM Edge
Manual status checks	High effort	Reduced by 75%
Denial resolution speed	Sluggish	2x faster
Operational cost	Escalating	Cut by over 50%+ monthly
Admin hours	100s per week	60%+ hours saved weekly
Workflow automation	Limited	60%+ processes automated
Headcount	Growing demand	Flat despite growth
Reporting	Delayed, manual	Real time and automated

Key Capabilities of RCM Edge Included:

- Automated bulk claim status checks, eliminating hours of manual work
- Real time eligibility verification across hundreds of payers no more portal switching
- AI powered alerts for denials and aging claims, reducing delays and errors
- A unified dashboard delivering real time visibility into revenue trends and team performance
- HIPAA compliant access controls and role based security

The platform wasn't just built for 24/7. It was built with them.

From the CEO of 24/7



"We didn't just adopt RCM Edge, we helped build it. This platform gave us the automation, visibility, and scalability we needed to grow faster without chaos."

*-Hariharasudan Neelarathinam,
CEO, 24/7 Medical Billing Services*

Why This Matters

The healthcare industry is no stranger to inefficiency, delayed claims, increasing denials, and manual workflows plague organizations of every size. But 24/7's story proves there's another way forward: **collaborative innovation**.

RCM Edge isn't just software. It's a smarter, scalable way to manage the revenue cycle with automation where it matters most, insights when you need them, and flexibility for whatever comes next.

Product Features that Made the Difference

- **Smart Claim Management** – Track claims with zero manual effort
- **Eligibility Engine** – Instant verification across payers
- **Denial Intelligence** – Trend based alerts to prevent issues before they occur
- **Performance Dashboards** – Real time revenue and operations insights

Whether you're running a single practice or a multi specialty billing operation, RCM Edge is designed to meet you where you are and scale where you're going, **delivering up to 50% in cost savings** through intelligent automation and streamlined workflows.

What's Next for 24/7?



Now operating at full scale with RCM Edge, 24/7 is turning its focus toward:

- Expanding its provider network nationwide
- Introducing AI based compliance and quality monitoring
- Delivering more value with fewer resources

Ready to Write Your Story?

What would 60% automation and 50% cost savings look like for your organization?

Let's build the future of RCM together.

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Ispectra Technologies empowers healthcare billing teams to scale with confidence through precision, performance, and partnership.