



Hitachi Solutions Process Pulse

Streamline Your Workflow with Process Pulse

Gain a clear and rapid view of current process statuses with Hitachi Solutions Process Pulse. This intuitive app integrates flawlessly with Task Manager, other Hitachi Solutions Engage products, Dynamics 365, as well as Power Apps and Portals, offering a real-time perspective on your process standings. Process Pulse is customizable to accommodate your complex processes, helping you save time, elevate service quality, and enhance collaboration across departments and roles.

- ✓ **Gain Valuable Insights:** Make informed decisions and improvements with deep insights into your processes.
- ✓ **Seamless Integration:** Access your task progress within other applications, ensuring you stay updated in a single view.
- ✓ **Easy Configuration:** Customize process steps and set expected durations effortlessly.
- ✓ **Customer Communication:** Keep customers informed on progress, reducing unnecessary calls to Customer Service.
- ✓ **Versatile Use Cases:** Ideal for Claim Processing, Enrollment, Sales, Account Management, Loan Processing, and more.

The screenshot displays the 'Engage Health Plans' interface for a 'Notification of Death Claim'. The main view shows a list of tasks under 'Claim Submission' and 'Claim Review & Investigation'. A progress bar indicates 11% completion for the overall claim. A right-hand panel shows a 'Timeline' view for 'Michael Smith' with steps: 'Submission & Documentation' (Exp. 3 days - Act. 2 days), 'Review & Investigation' (15 days, Active for 7 days), 'Decision' (10 days), and 'Payment & Settlement' (5 days). A notification bubble says 'You're doing awesome! Keep going!'.

Name	Due Date	Owner	Status Reason	Modified By	Modified On
Document notification of death	12 days ago	John Snow	Completed	Bobby Smith	12 days ago
Send claim package to claimant	9 days ago	Susan McDonald	Completed	Karen Johnson	12 days ago
Verify claimant's identity	6 days	Barry Mason	Completed	Jane Johnson	12 days ago
Verify claimant's relationship to insured	2 days	Jack Mayer	In Progress	Jane Cooper	12 days ago
Collect death certificate	1 days	Jack Mayer	In Progress	Albert Flores	12 days ago
Collect other required paperwork	12 days	Susan McDonald	Waiting on someone else	Floyd Miles	12 days ago
Verify all required forms are present	12 days	Jack Mayer	Not Started	Albert Flores	12 days ago
Register the claim in the system	12 days	Jack Mayer	Not Started	Jane Cooper	12 days ago

Name	Due Date	Owner	Status Reason	Modified By	Modified On
Review the claim for completeness and accuracy	15 days	John Snow	Not Started	Bobby Smith	12 days ago
Verify the policy status	15 days	Susan McDonald	Not Started	Karen Johnson	12 days ago

Enhance Processes Pulse with Hitachi Solutions Task Manager Integration

Get full visibility and greater control of your complex processes with Hitachi Solutions Task Manager. Task Manager is a robust and user-friendly tool that integrates across your business applications to coordinate complex processes seamlessly and easily. Utilizing customizable templates, Task Manager standardizes workflows and dramatically simplifies the coordination and collaboration of a diverse range of tasks.

Gain a clear and rapid view of current process statuses with Hitachi Solutions Process Pulse. This intuitive app integrates flawlessly with Task Manager, other Engage solutions, Dynamics 365, as well as Power Apps and Portals, offering a real-time perspective on your process standings. Process Pulse is customizable to accommodate your complex processes, helping you save time, elevate service quality, and enhance collaboration across departments and roles.

No matter how complex your processes may be, Process Pulse can be fully customized to meet every step.

- A single view of every step and phase for your processes
- Get a wide and deep look so you can make better decisions that positively improve your processes
- Lives within your Dynamics, Portal, or Engage environment – and outside it

Leverage the power of Hitachi Solutions Process Pulse to streamline your workflows and enhance your business processes. Talk to our experts today to learn how Process Pulse can benefit your organization.



[Talk to Our Experts](#)

 **Hitachi Solutions**