

University Hospitals

Case Study

TUNGSTEN
AUTOMATION



Case Study

University Hospitals Achieves Over \$10M in Impact Through Intelligent Automation with Tungsten

University Hospitals, a leading healthcare system in Northeast Ohio, is using intelligent automation with Tungsten Automation to add over 217,000 hours of labor capacity, dramatically reducing manual work across revenue cycle and back-office operations, and ultimately supporting better patient care.



\$10M+

Operational impact delivered

75

Automated Processes

12M+

Transactions processed

217k

Hours of capacity added

"Our partnership with Tungsten spans decades, and the impact continues to grow. We've delivered over \$10 million in value by automating 75 processes, freeing our teams to focus on complex work and higher-value care."

Andy Kinnear,
Vice President of Operational Services, University Hospitals

REQUIREMENTS

- Support rising work volumes and administrative complexity, especially in revenue cycle operations.
- Automate high-volume, manual processes that slow claim resolution and back-office throughput.
- Add capacity to existing teams so they can focus on higher-value, more complex work.
- Measure and communicate business impact, teams of hours saved, and financial value.

PRODUCTS IN USE

- Tungsten RPA™
- Tungsten TotalAgility®

BENEFITS

- Reduced manual workload while supporting rising volumes.
- Increased speed to value, particularly across claims handling and back-office processing.
- Enabled staff to focus on more complex, judgment-driven activities.
- Accelerated key processes in ways that drastically improve patient care.

Challenge

University Hospitals is a major integrated health system in Northeast Ohio, serving diverse communities with a strong focus on clinical excellence, research, and digitally enabled care.

As a large multi-site organization, it manages significant volumes of patient encounters, claims, and back-office activities that must be processed quickly and accurately to keep operations running smoothly.

Over recent years, the financial and operational environment has become more demanding. Reimbursement has tightened while administrative requirements have grown, especially in revenue cycle processes.

Rob Duber, Director of Performance Improvement and Process Automation, explains that the organization has a strong motivation within the healthcare space to respond to decreased reimbursement and to continue automating processes and becoming increasingly efficient. He notes that “Leadership has really given us the task and the support to use technology as a main driver for automating our processes.”

Without a new approach, rising workloads in areas such as denials management, charge correction, and documentation risked overwhelming staff and slowing revenue recovery. The traditional, heavily manual way of working simply could not scale to meet growing volumes, leaving teams with no breathing room to focus on higher-value, patient-impacting work.

“We’ve generated over \$9.6 million of value added back to the organization through increasing our overall labor capacity, and we’re really proud of that. We don’t see this as a decrease in labor costs. We see it as adding capacity to our existing labor force so they can pivot to more complex workflows, solve larger problems, and upskill to work at top of license.”

Rob Druber,

Director Performance Improvement & Process Automation,
University Hospitals

Solution

University Hospitals deployed Tungsten as a strategic platform for intelligent automation, fundamentally changing how revenue cycle and back-office work gets done.

Rob emphasizes that the program builds on a long-standing relationship: "We've been customers for almost 20 years. We started in AP and have continued to evolve that into our automation space. It's truly a partnership," he says. With this strong foundation, the team moved quickly from isolated pilots to a structured automation program focused on high-volume, rules-based work—while tracking measurable business outcomes.

Within the broader Tungsten IA program, two workflows stand out as flagship projects. The first addresses Additional Documentation Required (ADR) in insurance denials. Previously, staff had to determine which documents each denial required, locate or create them in the Electronic Medical Record (EMR), and then submit the package manually through payor portals. Automating ADR with Tungsten RPA reduces repetitive data entry and accelerates resolution times.

Another recent use case is optimizing facility charges within the revenue cycle. In the past, determining whether a patient was new or

established was a case-by-case, manual decision across multiple EMRs, which affected both workload and reimbursement. With Tungsten IA in place, the system now reviews EMR work queues, identifies patient status, updates work item comments, and automatically makes charge corrections to improve accuracy.

Looking ahead, University Hospitals is extending the foundation with Tungsten TotalAgility to orchestrate more complex end-to-end workflows and introduce more advanced technologies. Rob says the team is "Really excited to implement our Tungsten TotalAgility product as this is going to take what we're currently doing with Tungsten RPA into more holistic workflows." He also points to the "new wave of technology with Gen AI" as a way to deliver products more quickly, accurately, and with greater foresight into challenges ahead.

About University Hospitals

University Hospitals (UH), a leading healthcare system in Ohio, expanded its automation strategy with Tungsten to address rising workloads and increasing administrative pressure. Automating 75 processes across revenue cycle, Accounts Payable, and other operational areas increased labor capacity, reduced manual workload, and delivered more than \$10 million in operational impact.

These improvements enable teams to focus on more complex work and ultimately support better patient care by improving speed-to-value and strengthening back-office efficiency.

With this strong foundation in place, UH is now adopting Tungsten TotalAgility to power more complex, end-to-end workflows and introduce GenAI-enabled capabilities.

"TotalAgility lets us move beyond simple task automation and into more holistic, complex workflows that help us better serve our business partners."

Andy Kinnear,
Vice President of Operational Services, University Hospitals

Results

University Hospitals has turned intelligent automation into a measurable performance engine thanks to Tungsten Automation. Rob notes that the team has published over 75 automated processes across 8 business categories, collectively delivering approximately \$10 million in value and returning 217K+ hours of capacity to employees.

The ADR denial workflow is a major success story. Automation here has helped teams complete 4,424 records and address \$28.1 million in denials. Because documentation is not generated and submitted to payor portals manually, the average claims response time has been cut by 30 days, and staff have gained 664 hours of labor capacity that would previously have been spent chasing paperwork.

The facility charge optimization automation is another standout, updating 28.4K charges, delivering £1.1 million in revenue impact, and adding 1,654 hours of labor capacity to operations.

With Tungsten Intelligent Automation underpinning these flagship projects, University Hospitals is using hard numbers – dollars and recovered labor capacity hours – to tell a broader story about harnessing technology to improve both internal operations and patient care.

“Our best mechanism to track our feedback is additional work from partners. If we do an automation for a particular leader, the best piece of feedback that I can receive is that leader calling me in another month to say, “Will you automate another one of our processes? Will you continue to help us?” And in our revenue cycle space, we see just the continuous list of new automation projects that we’re able to engage in.”

Rob Druber,
Director Performance Improvement &
Process Automation, University Hospitals

**Learn more about Tungsten RPA™
and Tungsten TotalAgility™**

About Tungsten Automation

Tungsten Automation, formerly Kofax, is the global leader in intelligent automation solutions with a trusted legacy of nearly 40 years, with a team of 2,000+ employees in 40 countries, serving 25,000+ global customers. Our dedication to innovation and customer success has earned us industry recognition, including being named a leader in Intelligent Automation (IA), Intelligent Document Processing (IDP) and Process Orchestration by top analysts. We are trusted to help businesses gain unprecedented efficiencies and reduce costs through AI-powered workflow automations that propel their businesses into the future.

To learn more, visit www.TungstenAutomation.com

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