



# From paper forms to mobile tablets: NatHealth deploys 5000 devices across Jordan for insurance administration

With Sana'a Al-Sharaideh | ITC research and development manager


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**Industry**  
Finance

**Location**  
Jordan

**Website**  
<http://nathealth.net>

**Platforms**



## The story

NatHealth, is an award-winning TPA insurance service provider in Jordan, with thousands of healthcare providers for them to serve. It is one of the best TPA insurance service providers in the country and is internationally recognized. NatHealth chose to be ahead of the game by leaving the traditional methods and adapting to the revolutionary changes in IT. The health insurance process was done with paper forms by doctors, hospital personals, labs, pharmacies etc. With a growing client base, NatHealth decided to make a smart move by digitizing the health insurance management process.

“We wanted the claims to be entered processed and validated online on the healthcare provider’s premises itself.”

Sana'a Al-Sharaideh  
ITC research and development manager, NatHealth



NatHealth developed a customized app for health insurance administration. This app helped entering, processing and validating the health insurance claims online, faster. NatHealth planned to deploy devices with the app installed, to the healthcare providers across Jordan. They also didn't want users to delete the app or MDM from the device. Though they tried many MDMs, Hexnode was swift in responding and assisting NatHealth all the way. Since they were looking at a large-scale deployment across the country, they needed elaborate sessions on how to implement the solution best. With Hexnode, NatHealth didn't need a 3rd party opinion. Hexnode took on the case and provided them with the best solution available.

“Support was immediate, and we got prompt response from Hexnode every time.”

Sana'a Al-Sharaideh  
ITC research and development manager, NatHealth



Distributing apps to the device would have been a piece of cake but they wanted the MDM to be non-removable. When Samsung Knox and LG GATE devices supported this, no generic Android devices had this feature by default. The only option was to flash the devices with a custom ROM and providing Hexnode the system app privileges. Partnering with a hardware vendor, Hexnode provided all the consultation NatHealth needed. Uninstalling the custom app was made impossible by putting the device in lockdown mode which also limited the device to this app and a few settings.

“Hexnode covers all what we need and more...”

Sana'a Al-Sharaideh  
ITC research and development manager, NatHealth

## In a nutshell

With Hexnode, NatHealth converted almost 5000 devices into lockdown mode (kiosk mode) to run the NatHealth app and a few associated apps alone. They are now able to push app updates, track device location, alter device settings, remotely view the device screen and more. Replacing paper forms with mobile tablets reduced the workload by 60%.