Healthcare Organization Eliminates Heavy Capex Investments & Achieves Faster Decision cycles, Lower Mean Time to Improvement

SITUATION

The customer wanted an operating model for data governance with policies, procedures and details of roles and responsibilities outlined. They wanted to protect business critical data while also optimizing their storage requirements and capacity. The client wanted to be able to make informed decisions based on robust, integrated analysis and reporting while also using new and diverse sources of data to enrich their existing data.

IMPACT

The client was able to neither leverage their existing data nor use new sources. The existing system was marked by longer decision cycles, significant CAPEX investments and mean time for improvement in processes and policies.

RESOLUTION

ITC Infotech provided a solution after analyzing the entire landscape that included current data infrastructure, data sourcing, systems, initiatives and the identified priorities. The solution laid stress on the needs and financial allocation for the present and the future. The solution used applications such as Oracle, SQL Server, Clarity, EPIC and Micro Strategy.

The Customer

The customer is a large health maintenance organization based in California and is aligned with one of the nation's leading healthcare networks. It is a not-for-profit health system and comprises eight physician foundations, 24 acute care hospitals, cancer centers, a regional home health and hospice organization, long-term care centers, a university and research institutes. It employs more than 50,000 professionals while its doctors, hospitals and other health care services serve more than 100 cities and towns in Northern California.

The Need

The client wanted to establish an operating model for data governance that would provide policies, procedures and details of roles and responsibilities such as governing body, data stewardship and data custodians, among others. They wanted to be able to protect business critical data while also optimizing their storage requirements and capacity. The client wanted a system that would enable informed decisions making that is based on robust, integrated analysis and reporting. The system would be robust enough to help the client explore avenues and partnerships. The need was for a system that would help them incorporate new and diverse sources of data to enrich their existing data.

The Solution

ITC Infotech provided the solution that was based on an analysis of the entire landscape that included current data infrastructure, data sourcing, systems and initiatives. Moreover, it was designed to be in line with identified priorities. The solution provided by ITC Infotech laid stress on the financial allocation for the present and the future while also ensuring that it had the capacity to meet current and future needs. The other key considerations and features of the solution were:

- Analytics and reporting aligned to the business goals
- Rationalization of legacy systems
- Analyze the existing enterprise architecture standards and recommend changes that may be needed
- Evaluation of the tools while considering and justifying options of remove, keep or evolve
- Future proofing architecture
- Organization aspects that may be needed for the solution to succeed

The specific applications and solutions used in the solution included:

- Oracle
- SQL Server
- Clarity
- EPIC
- Micro Strategy

Business Benefits

With the help of the solution provided by ITC Infotech, the customer was able to derive the following business benefits:

- Support for faster decision cycles
- Achieved lower mean time to improvement
- Migrated to a managed outsource infrastructure that eliminated heavy CAPEX investments
- Leveraged data as an asset that helped to manage compliance with policies
- Enabled enterprise data governance

The solution implementation helped the client move from being reactive to being proactive-from asking "What happened?" to enquiring "What should we do?"

ITC Infotech's Data - Infrastructure to Insights Practice

ITC Infotech provides Analytics, Big Data and Information Management services through its "Data – Infrastructure to Insights" line of business. Driven by strong leadership in domain and technology consulting, ITC Infotech provides modern solutions to help organizations harness the value of data. With a strong focus on design and differentiated delivery, ITC Infotech provides cost effective solutions, innovative offerings and customer delight.

In the areas of Healthcare, ITC Infotech focuses on Analytics and Business Intelligence solutions that help organizations provide superior quality of care, enhanced patient engagement, accurate regulatory reporting, and financial and operational excellence.

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