

The Client: Undisclosed Non-Profit Healthcare Agency

Business Need:

Our client is a non-profit healthcare organization. It operates more than 120 entities, including 10 hospitals, a research institute, 20 other health-related organizations, and more than 100 care sites. With over 30,000 employees and 6,000+ physicians, their annual revenue is approximately \$6B and net income is \$70M+. They also provide nearly \$312M in charity and community work annually.

Our client was converting existing administrative systems functionality from Lawson to Oracle's PeopleSoft Enterprise Resource Planning (ERP) applications. The conversion to PeopleSoft would impact business and system functions in Finance, Supply Chain management, and Human Resource management.

Our Role:

iLynx's effort included leading change management and post-product support readiness during the implementation of this new ERP Financials, Supply Chain, and Human Capital Management Systems in 6 hospitals, 10 corporate entities, 23 diversified businesses, and a research institution.

Project Objectives:

Scope of implementation requiring support included:

Human Capital Management (HCM) – Workforce administration, compensation management, position management, base benefits, time and labor, payroll, and employee and manager self-service functionality.

Financials (FSCM) – General ledger, project costing (grants and capital projects), asset management, accounts payable, contract management and commitment control (grants and capital projects), and billing and accounts receivable (non-patient billings) functionality.

Supply Chain Management (SCM) - Purchasing, e-procurement, inventory, and supplier contracts functionality.

Portal – Integration and single sign-on with Financials, HCM, and Supply Chain Management

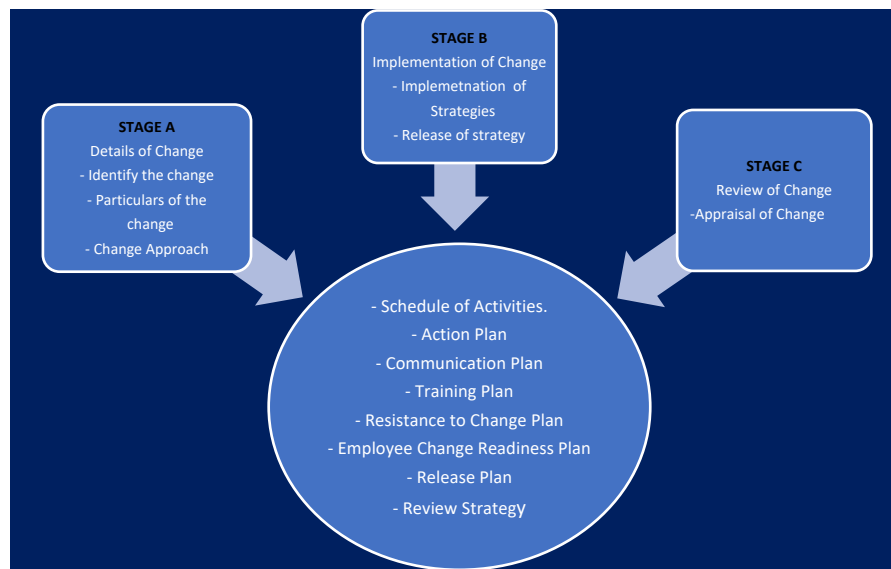
Document Imaging - 3rd party document imaging solution integrated with PeopleSoft to support the purchasing receipts and accounts payable voucher. PeopleSoft was deployed in a shared instance (system environment) to multiple locations simultaneously. This means that support needed to be centrally coordinated since changes would impact all users as part of that shared environment.

Our Solution:

iLynx provided workforce transition guidance, security role mapping, communications, executive outreach, and training services. We developed a four-tier post-production support process that included core functional and technical teams, a Dell helpdesk support team, and 300+ subject matter experts to support 30,000+ customers.

Change Management and Training:

iLynx followed three stages (A,B, and C) of change management process and it was considered alongside the nature and magnitude of the change. Stage A dealt with identifying change management and training needs. Stage B of our change management process dealt with developing and implementing change management and training needs. And Stage C ensured validity and effectiveness of our effort.



Detail training was provided to all Centralized Command Center (CCC) team members, Site Pillar Leads and PeopleSoft Functional Team. Detail project explore training was provided to PMO team and Site Support Leads. This team was responsible for creating/updating tickets and also had access to generate reports.

Post Production Support Readiness:

Support for the project had two stages of support; Stabilization for a short duration immediately after Go-Live (30 days) and standard support once demands on support was decreased to an acceptable level.

It was critical that appropriate levels of staffing were met to provide timely and effective service ticket responses. Additionally, timely responses would increase user adoption by providing the user a positive experience when encountering challenges.

Stabilization – The objective of the stabilization support was to prevent the stoppage of daily operations by providing timely support for all impacted process and associates. New functionality was NOT introduced during this period unless it was needed for critical Break/Fixes (Break/Fix is characterized as any service ticket preventing the completion of a process).

Standard Support – Transition to standard support occurred once service tickets decreased to an acceptable level. Once the deployment had been stabilized, the support team could look for opportunities to increase adoption and effectiveness through the implementation of new functionality and additional users.

Results:

A well-trained and knowledgeable internal support team to stabilize and support the newly implemented Integrated Oracle/PeopleSoft Financials, Supply Chain and Grants Management system.