

Health System New Document Management System

Client Profile

Health System
Eastern
United States

INDUSTRY
Healthcare

Entara Services

- Solution understanding
- Solution deployment
- Vendor management

Key Benefits

- A solution meeting business expectations

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HEALTH SYSTEM

The Health System was unhappy with the resources that were provided by their original document management installation partner and decided to replace the Project Manager and Implementation Lead with parties that were more customer and solution focused. Entara provided implementation leadership, subject matter expertise, training, and education and partnered with the original installation vendor to provide a new Project Manager.

After listening to the customer's analysis of the then current situation, expectations, and previous challenges, Entara and its partner worked to develop new project timelines and controls, engage additional resources and re-start the implementation. With the new team and a re-dedicated customer, the project moved forward with new, reasonable timelines that took into account all the business constraints from all impacted parties.

The document management system was successfully installed in the agreed-upon timeframes and within budget. Supported areas include Financial Counseling, Outpatient, Emergency Room, Ambulatory Surgery Registrations, Inpatient Admitting, Patient Billing and Collections.

The Health System is a very forward thinking organization and is already looking for new ways to leverage the technology to enhance other functional areas within the organization. Entara looks forward to working with them to help make these ideas successful endeavors.

BUSINESS GOALS & OBJECTIVES

Refocus the project. Deliver what the customer thought they bought. Coming into an already frustrated and potentially unfriendly organization where people are dissatisfied with current assigned resources and results is not easy. A fine balance of re-focusing the project and its resources and an inclusive communications plan involving all organizational stakeholders, needs to be coupled with extra-sensitivity to the baggage that negative past experiences bring and how that baggage can weigh down a technology deployment process and mar future activities.

ENTARA SOLUTION

We listened to the client; we developed an understanding of what had previously not gone well, what they expected from their implementation partner, and what they wanted to achieve with the new technology. Entara provided the right people and expertise that worked collaboratively with the Health System to achieve its business objectives. We believed strongly and acted on the belief that that we would succeed by working together.

CLIENT RESULTS

With Entara's help, the document management system was implemented in a timely and cost effective manner. Our client was extremely satisfied with the team, process and outcome that allowed their organization to immediately benefit from the document management solution and prepare for future-growth. A terrible business relationship with the technology vendor was turned around and Entara reaffirmed, in the eyes of our client, as a responsive, customer and solution focused organization and invaluable ally to our client in achieving its business objectives.