

HEALTHCARE INVESTMENT BANKING AND ADVISORY FIRM

By Mark Nelson

A MANAGED SERVICES RELATIONSHIP ENSURES A MORE RELIABLE IT ENVIRONMENT, WHILE PROVIDING THE FOUNDATION FOR BETTER CLIENT SERVICE AND EXPANDED OFFERINGS.

THE CLIENT.

This investment banking and advisory firm provides its healthcare clients and investors with the resources necessary to ensure success in every dimension of the value cycle. The organization's partners and professionals possess more than 200 years of experience in the global healthcare industry—as strategists, investment bankers, and operating executives. These broad skills, combined with the personal commitment of every partner, ensure unparalleled capability—and achievement.

A PARTNER THAT CAN ADD VALUE.

As the client has grown, so has its need for customized services that will enable the organization to broaden its own offerings to the healthcare market. For example, the organization's sustained growth required that it find a technology partner that would add value through its services and recommendations.

In particular, the firm sought a partner that could:

- ◆ Provide personalized support for desktops, servers, and networks—at a moment's notice.
- ◆ Respond to problems and solve them quickly—ensuring that technology issues would not be repeated.
- ◆ Offer a breadth of skills—including the ability to implement and support SharePoint, CRM tools, VoIP technology, and others. Work with it to explore new offerings and technologies that could advance its business.

TECHNICAL KNOWLEDGE PLUS INDUSTRY EXPERIENCE.

The client selected West Monroe Partners because of its reputation, deep technological knowledge, breadth of services, and experience in the healthcare industry. In addition, West Monroe Partners demonstrated a proactive approach to maintaining the firm's infrastructure that reassured executives that they would be able to keep key operations running smoothly.

IMPROVED RELIABILITY AND AVAILABILITY.

West Monroe Partners began by assessing the firm's technical environment, including its computers, servers, network equipment, and line-of-business applications.

Following the assessment, West Monroe Partners made improvements to the firm's infrastructure and transitioned several critical business services—including Exchange e-mail infrastructure—to external hosting providers. In addition West Monroe Partners established a hosted VoIP solution, replacing the existing analog PBX system. Moving these services to external hosting providers improved availability and reliability and saved the company money.

The client also wanted to improve the availability of its internal document-sharing platform—providing its partners with ubiquitous access to critical files. The company had established remote access over a VPN connection, but this became burdensome for system users. West Monroe Partners transitioned internal document storage to the firm's SharePoint environment, then it created custom document libraries and added metadata to improve access and search functionality.

Finally, to support the client as it expands its service offerings and develops customized reporting services, West Monroe Partners analyzed the existing application infrastructure and prepared recommendations for a new and improved solution aligned with the firm's goals.

ACCESS TO VITAL INFORMATION—AT THEIR FINGERTIPS.

With the support of West Monroe Partners, the client has been able to improve and better utilize its technology infrastructure—in the process enhancing client service. The organization's partners and professionals now have every fact and figure they need to serve clients at their fingertips, when and where they need it.

West Monroe Partners is an international, full-service business and technology consulting firm focused on guiding organizations through projects that fundamentally transform their business. With the experience to create the most ambitious visions as well as the skills to implement the smallest details of our clients' most critical projects, West Monroe Partners is a proven provider of growth and efficiency to large enterprises, as well as more nimble middle-market organizations. Our more than 300 consulting professionals drive better business results by harnessing our collective experience across a range of industries, serving clients out of offices across the United States and Canada.