

NOT-FOR-PROFIT HEALTHCARE SERVICES CLINIC

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A MANAGED SERVICES RELATIONSHIP ACCOMMODATES GROWING SYSTEM USE, SECURES SENSITIVE DATA, AND PROVIDES EFFECTIVE BUDGETING AND PLANNING FOR THE FUTURE.

THE CLIENT

The client is a volunteer-based, non-profit organization dedicated to providing quality free health care to uninsured people living in Chicago and the surrounding communities. Recognized as a leader among free clinics nationwide, both in terms of budget and scope of services, it is the largest free clinic in Illinois and conducts 20,000 free visits each year.

SUPPORT FOR A GROWING USER BASE.

With growth in services driving up the number of physicians and staff members requiring access to its IT systems, the client sought an outside provider that could:

- ◆ Manage its IT infrastructure.
- ◆ Support system end users.
- ◆ Develop accurate IT budgets.
- ◆ Assist with implementing new healthcare technologies.

The healthcare services provider wanted a customer service-focused firm that could work directly with its end users and respond to and solve problems quickly, while at the same time limiting the amount of system downtime that users would experience. The organization also looked for a firm with an established reputation in the healthcare field and knowledge of emerging healthcare technologies. Finally, given the sensitivity of information stored in its systems, the organization sought a partner with substantial experience in IT security practices and technology.

SOUND INDUSTRY EXPERIENCE, AND MORE.

The organization chose West Monroe Partners as its managed services provider. West Monroe Partners offer a breadth of expertise and service capabilities, including:

- ◆ Knowledge of IT infrastructure, processes, and security.
- ◆ IT budgeting expertise.
- ◆ The ability to support an internal staff of 50 and 250 volunteer physicians.
- ◆ Sound experience in the healthcare industry.

ASSESS. SUPPORT. SECURE. ENHANCE.

West Monroe Partners began the relationship by assessing the client's entire IT infrastructure to ensure its support team was familiar with the company's environment, applications, and current and past issues.

After completing the assessment, West Monroe Partners assumed responsibility for all IT support, proactive maintenance, budgeting, and strategic IT projects. In addition, the support team addressed several short-term recommendations—leading to increased Exchange mail storage and resumption of successful e-mail delivery.

As West Monroe Partners continued to support the organization over a period of years, it has:

- ◆ Addressed data security and network reliability.
- ◆ Created regular back-ups to guarantee safe storage of patient records and company documentation.
- ◆ Replaced servers to enable hosting of an EMR system and initiated a software upgrade to ensure proper data back-up and computer protection.
- ◆ Reconfigured switches and cabling in the network closet.
- ◆ Replaced desktops and migrated data and settings.
- ◆ Implemented improved security practices and policies.
- ◆ Updated the internal SharePoint environment to adjust for new features and areas of focus.

A TRUSTED PARTNER—FOR SERVICES AND ADVICE.

Working with West Monroe Partners, the organization has:

- ◆ Heightened and improved security of sensitive data.
- ◆ Ensured quality and timely support for system users.
- ◆ Improved staff productivity.
- ◆ Saved substantial sums of money through more effective budgeting and planning.

The client now has a partner that it trusts for support, as well as for advice in maintaining an up-to-date IT environment.

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.