



TRILLIUM

SUCCESS STORY:

## Healthcare Services Organization

*Engagement: Improving Operational and Technological Scalability*

### Trillium Helps Healthcare Services Organization With Technology and Operations During Growth Period

Trillium was engaged by a Healthcare Services Organization that has experienced a great deal of expansion and growth, which has stretched its technology infrastructure and services. The organization found itself unable to focus on executing its long-term product strategy. As a result, they have undertaken a significant effort to consolidate and standardize its technology organization to match its current needs and prepare for future endeavors.

**Challenge:** *The Client's tremendous growth has impacted its technology both internally and in its public-facing applications. There were significant people, process, and technology issues that needed to be addressed.*

The growth of Trillium's client has outpaced its technology's ability to scale to its growth patterns. This has impacted its customer satisfaction and retention. Overwhelmed support teams have had difficulty responding to, triaging, and determining causes to repair system outages.

#### Our Client

**A Healthcare Services Organization**

#### The Challenge

The client's explosive growth has challenged its technology organization and infrastructure, impacting customer satisfaction and retention.

#### How Trillium Solved It

Trillium assessed the current state and identified the root causes, designing 30/60/90-day stabilization plans across the enterprise, driving a cross-functional stabilization initiative.

#### Results

Technology and staffing stability allowed the company to execute the next phase of their long-term product strategy

System outages were substantially reduced and SLA compliance was substantially increased

Technical resources were redeployed to minimize fire-fighting and focus on new development

# Healthcare Services Organization

## *Engagement: Improving Operational and Technological Scalability*



Additionally, software and infrastructure changes have caused frequent outages, further frustrating customers.

Operations was not able to respond to and support customers according to previously agreed-upon Service Level Agreements (SLAs.) This left a gap between the client's customer expectations and what the client was actually able to accomplish.

Client Management and determined they needed to immediately address these critical technology and performance issues.

***Trillium Solution:*** *A current state assessment and analysis across the technology enterprise to identify gaps, followed by a remediation strategy*

The client engaged Trillium to review its technology enterprise to best determine a path forward. The analysis included the following activities:

- Identifying the root causes of the challenges related to the client's infrastructure, architecture, development, and operations organizations
- Developing a stabilization plan in 30/60/90 day increments
- Driving the cross-functional stabilization initiative throughout the organization to assist in making the required changes to process and technology

Trillium was able to identify a number of improvement areas for our client along with a plan to achieve their goals of stabilization and growth.

***Results:*** *Driving a stabilization plan allowed the organization to reduce outages, improve services, and move toward executing its growth strategy*

Trillium's client proactively addressed the technology and service impacts of its growth by reviewing and analyzing its operation. Specific outcomes include the following:

- Reducing outage frequency by 92%
- Increasing compliance with customer SLAs from 35% to 87%
- Achieving the stability necessary to allow the organization to execute the next phase of its long-term product strategy
- Allowing the technical resources in the organization to shift focus from fire-fighting to new product development, allowing our client to focus on their core mission

The stabilization initiative minimized the impacts of the client's explosive growth and successfully put them on a path toward their growth initiatives.

### **About Trillium**

Trillium Solutions Group, Inc. is a professional services firm headquartered in Chicago that provides technology consulting and strategic sourcing services for industries such as trade associations, financial services, telecommunications, and healthcare. For more information, please visit [www.trilliumsg.com](http://www.trilliumsg.com).