



TRILLIUM

SUCCESS STORY:

Major Medical Trade Association

Engagement: Strategic Sourcing for Chief Information Officer

Trillium Helps Medical Trade Association Source New Chief Information Officer

Trillium was contacted by a major medical trade association in organizational transition. The new management structure wished to change the direction of its Information Technology (IT) infrastructure to meet the growing demands of its user base. That growth caused the client to seek outside assistance in sourcing a new Chief Information Officer (CIO.)

Challenge: *Finding an Executive with Specific Experience and Expertise*

Trillium's client had specific requirements for its CIO search, including:

- Not-for-profit leadership experience
- Strategic IT planning and alignment experience
- Turnaround specialist
- Experience managing cloud-based and internal services
- Experience managing multi-site operations
- Background in HIPAA compliance and security
- Ability to communicate up and down organization
- Organizational transformation experience

Our Client

A Major Medical Trade Association

The Challenge

Finding an Executive-level CIO who had not-for-profit sector leadership experience, and had spearheaded major turnarounds and organizational transformation

How Trillium Solved It

Trillium assessed the client's environment and needs and established a tailored selection process. We followed through with the client from the beginning until post-search.

Results

Better cooperation and communication between IT and the rest of the organization, resulting in a greater trust relationship

Vision for a cohesive technology strategy moving forward

Client's users have more confidence that their initiatives will be addressed in a timely manner

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Trillium Solution: *A search process that included the client's current environment, assessed its needs, and built a customized search strategy that kept the client in the loop throughout the engagement*

The Client engaged Trillium to search for its new CIO, and we used our exclusive process to drive the client throughout the process, including the following:

- Beginning with a search assessment, which provided the foundation for the engagement, including reviewing expectations, pain points, timeline, and creating a search roadmap for client review
- Launching the search, including identification of the interview team, establishing candidate requirements and profile, and beginning research on potential candidates
- Setting up a weekly status meeting with the client, as well as a more formal midpoint review, to ensure we are on track with client needs and make any course corrections as needed
- Setting up a talent mapping matrix, and presenting qualified candidates to the client
- Initiating the candidate selection process, including interviews, post-interview assessments, and final interview(s)
- Selecting the candidate
- Completing the selection process, including reference checks, offer negotiations, onboarding timeline
- Post-selection 90-day follow-up to ensure a perfect match between candidate and client

Results: *New CIO has begun to rebuild IT as a service organization to its clients*

Trillium's client was helped by proactively addressing the selection process in a structured manner so they could conduct their business while Trillium drove the CIO selection. The new CIO was in place approximately 90 days after the search process was initiated, and thus far has yielded the following results:

- The CIO has reorganized the IT organization to more adequately structure the client's technology environment
- The CIO has established better communication between management and staff
- The IT organization has more cohesive technology vision for the future
- The IT Organization has been able to address business and user needs in a timelier manner

The structure of the client's IT organization has changed and improved since the new CIO has joined the team. The client's technology users feel more confident that their needs will be addressed and systems will be sound going into the future.

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.