

The Client:

Undisclosed Non-Profit Healthcare Agency

Business Need:

Our client is a physician-led non-profit teaching hospital. It includes 5 hospitals and 13 outpatient centers. It employs over 2,000 doctors, 70 primary care practices, 500 primary care doctors, and has performed approximately 100 clinical trials.

Client made the move to a cloud-based environment in 2019 to support a host of new applications and prepare for a cloud-centric future. In order to prepare for this transformation, client decided to perform a complete assessment of their current ERP HRMS solution and create a comparative report with market-leading cloud solutions. Project scope included HR, Benefits, Performance Management, Recruiting, Absence Management, and Payroll Integration to 3rd party solutions.

Our Role:

iLynx provided business analysis services during the selection process for a new ERP system, collected and documented business requirements, assisted with development of RFP/Q, worked with vendors on demonstrations, created evaluation templates, consolidated results providing final vendor scoring, and helped select a cloud-based solution.

Project Objectives:

- ✓ Gather current state business process requirements.
- ✓ Create approved optimized future state business processes.
- ✓ Create comparative analysis report between existing ERP and cutting edge cloud solutions.
- ✓ Create and manage demo scripts and scoring templates.
- ✓ Engage and co-ordinate software demo, demo scoring and select winning solution.
- ✓ Create roadmap for cloud migration and change management.

Our Solution:

The assessment focused on reviewing processes, including those that were custom or manual, resources including people, and technology.

iLynx methodology contained step by step process to gather requirement and identifying a solutions that cater to business need. Listed below are the high-level steps and phases:

Phase 1: Requirements

Step 1: Organize Project and Understand Current State

- ✓ Organize the project, conduct interviews, identify emerging business strategies, and define the process and criteria to decide amongst the available alternatives.

Step 2: Establish Change Program

- ✓ Perform a stakeholder analysis and build the necessary change management strategy and communications plan.

Step 3: High-Level Process Design

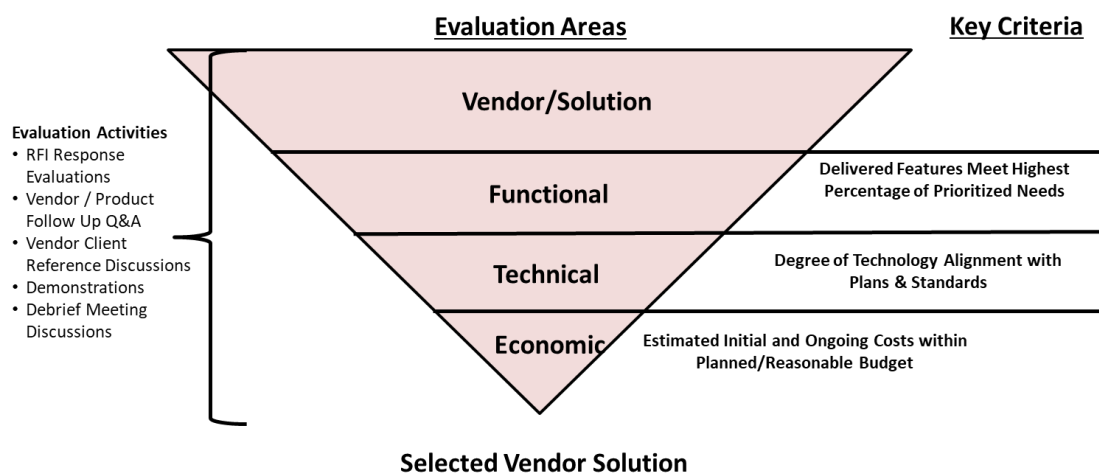
- ✓ Based on review of current state, and iLynx’s perspective on industry leading practices, define high level future processes.

Step 4: Develop Requirements

- ✓ Synthesize current state, industry leading practices, and define future processes to develop overall capability requirements

**differentiating business requirements.

Phase 2: Selection



Step 1: Evaluate and Select Software

- ✓ Develop RFP/Q and send to prospective vendors.
- ✓ Evaluate the solutions for business fit, identify the recommended software solution to request for demo and review findings with stakeholders.
- ✓ Create demo scripts, co-ordinate vendor demonstration, help vendors score, present final scoring to stakeholders, conduct vendor reference checks and select winning solution.
- ✓ Negotiate contract.

Step 2: Confirm Business Case and Create Roadmap

- ✓ Review/update benefit components and investment elements to confirm ROI.
- ✓ Finalize implementation roadmap that delivers desired business benefit and is paced by resource capacity and the organization's ability to absorb change

The current state analysis was conducted based on Best Practices, Pain Points, Market Trends, New features / Functions, Analytics, Processing Times

Results:

iLynx effort allowed client to stay in line with their cloud strategy and select an industry leading workday HCM solutions to support their demanding need.