

## HEALTHCARE CONSULTING FIRM

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**TECHNOLOGY EXPERTISE AND RESPONSIVE MANAGED SERVICES PUT A START-UP CONSULTANCY ON THE RIGHT TRACK FOR FUTURE GROWTH.**

### THE CLIENT.

The client provides healthcare consulting services related to regulatory and compliance matters, government programs, investigations and disputes, and performance improvement. This firm works with an array of clients in the complex and rapidly changing healthcare delivery field.

### SUPPORT FOR ALL TECHNOLOGY NEEDS.

As a start-up company, this healthcare consulting firm needed a reliable, Chicago-based managed services provider capable of developing, implementing, and supporting all of its technology needs from the ground up. In addition to seeking a partner that could grow with its business and deliver timely and cost-effective technology solutions, freeing company executives to focus on executing the firm's business plan, the firm wanted:

- ◆ A proven provider that understands the healthcare industry, including its unique IT processes, functionality, and security needs.
- ◆ Reliable and distinguished client service.
- ◆ The ability to facilitate all IT operations, including multiple vendor and solution selections, office hardware selection, infrastructure implementation, and ongoing support.
- ◆ Comprehensive training and support for users, thus eliminating the need for internal IT staff.

The healthcare consulting firm selected West Monroe Partners for its comprehensive technical expertise and knowledge of industry best practices. In addition, West Monroe Partners demonstrated a breadth of capabilities, including IT strategy and budgeting, as well as a strong track record for providing managed services solutions.

### COST-EFFECTIVE, RELIABLE, SECURE INFRASTRUCTURE.

West Monroe Partners met with the client's principals to learn about the firm's business processes, identify constraints, and determine requirements for an integrated technology solution. Based on these discussions, West Monroe Partners developed a cost-effective solution for creating the technology foundation that would put the consulting firm on the right track for future growth.

After presenting a set of short- and long-term technology recommendations, West Monroe Partners developed a detailed action plan and implemented it through a series of carefully sequenced steps, including:

- ◆ Executing a detailed vendor analysis to identify providers for VoIP and data connectivity, a hosted SQL environment, hosted Exchange and SharePoint services, remote server and file back-up, time and expense reporting, and external DNS management.
- ◆ Building office infrastructure, including a Cisco-managed network with wireless, secure VPN tunnel to the hosted SQL environment; Microsoft Storage Server (NAS); hotelling VoIP system; and Microsoft Virtualized Server 2008 with RADIUS authentication (wireless and remote VPN access), print services, Active Directory, DNS, DHCP, file sharing, and central anti-virus.
- ◆ Configuring laptops for domain use, installing industry-standard applications, and implementing hard drive encryption to protect important healthcare data.
- ◆ Training employees to use each system.

This start-up healthcare consulting firm now has a cost-effective, state-of-the-art technology infrastructure that is well-aligned with its business needs. The solution implemented by West Monroe Partners has the capability to deliver near-term and long-term productivity benefits—seamlessly and reliably—as the firm grows.

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.