

Healthcare Consulting Firm

Technology expertise and responsive service tailored to growth plans.

State-of-the-art infrastructure puts a start-up healthcare consultancy on the right track for future growth.

The Challenge

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 understood 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 demonstrated a breadth of capabilities, including IT strategy and budgeting, as well as a strong track record for providing managed services solutions.

THE BOTTOM LINE



SHORT- AND LONG- TERM
PRODUCTIVITY BENEFITS



COST-EFFECTIVE
INFRASTRUCTURE



SCALABLE TO SUPPORT
GROWTH GOALS

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

The Solution

Cost-effective, reliable, secure infrastructure

West Monroe reviewed the firm's business processes, identified constraints, and determined requirements for an integrated technology solution. Based on these discussions, West Monroe developed a cost-effective solution for creating a 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 developed a detailed action plan and implemented it through a series of carefully sequenced steps, including:

- ◆ Identifying 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
- ◆ 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

The Impact

A solid foundation for growth

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.

