



# Major System Integration Effort

## *National Healthcare Outpatient Company*

### ***Type of Business***

Client is a leading national provider of diagnostic imaging services from highly sophisticated PET, MRI and CT to more common X-rays and ultrasound. Services are delivered through a network of owned and operated diagnostic imaging centers.

### ***Statistics***

Annual Revenue  
\$250 Million

Number of Clinical Locations  
76 in 10 states

Contact Information  
Available on request

### ***Business Challenge***

National provider of radiology services sought improved operational performance through standardization of core processes and information systems supporting all patient care services. By standardizing process and information systems, they sought to eliminate a complex environment of multiple vendor solutions that lacked consistency and integration both in terms of technical platforms as well as functionality and operations. To accomplish this, a highly complex, multi threaded project effort would have to be undertaken, addressing the full range of system implementation including – People, Process, Technology and Change.

### ***Action and Results***

Avalion was brought in to provide an extension of the client senior management in overseeing and leading this complex project effort. By applying decades of implementation experience, all eight subsidiaries were successfully converted in under two years. Throughout the project, there was continual focus on achieving quality and maximizing efficiencies.

Representative examples include:

- ▲ Building of 40+ core system masterfiles was accelerated through standardization of more than 75% of the key masterfiles. These masterfiles were housed in a “baseline” build environment so that each subsidiary could have a jump start on the process.
- ▲ Conversion of more than 6 million records from multiple disparate systems were successfully completed through an established mapping and programming process.



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- ▲ Over the course of the eight subsidiaries, implemented and/or upgraded infrastructure components including WAN, LAN, SAN Storage, clustered servers and implementation of more than 3000 workstations, scanners and printers.
- ▲ Well defined process flows for each core process were developed and implemented across the subsidiaries resulting in a standardized process and improved utilization of the technology.
- ▲ Using a standard Training Methodology developed for the project, organized and delivered more than 19,000 user training hours.
- ▲ As a result of the reporting thread of the project, a standard set of custom reports were implemented that now provide consistent and meaningful reporting on key business metrics across the entire company
- ▲ Three major interfaces were baselined across the entire company to reduce complexity and simplify ongoing maintenance. These baseline interfaces served as the core foundation for each interface implementation at the various subsidiaries.
- ▲ The project included organization and management of a Go Live strategy and team that provide on site support before, during and after the go live effort. Based on the size of the subsidiary, the Go Live teams included from 25 – 90 individuals.

**The system implementation tools and processes provided a proven and repeatable capability to successfully convert practices to the new solution with minimal disruption to business operations. Eight subsidiaries with more than 70+ locations were converted in less than two years. Based on the successful implementation tools, three of the key subsidiaries were able to be brought live in three sequential months.**