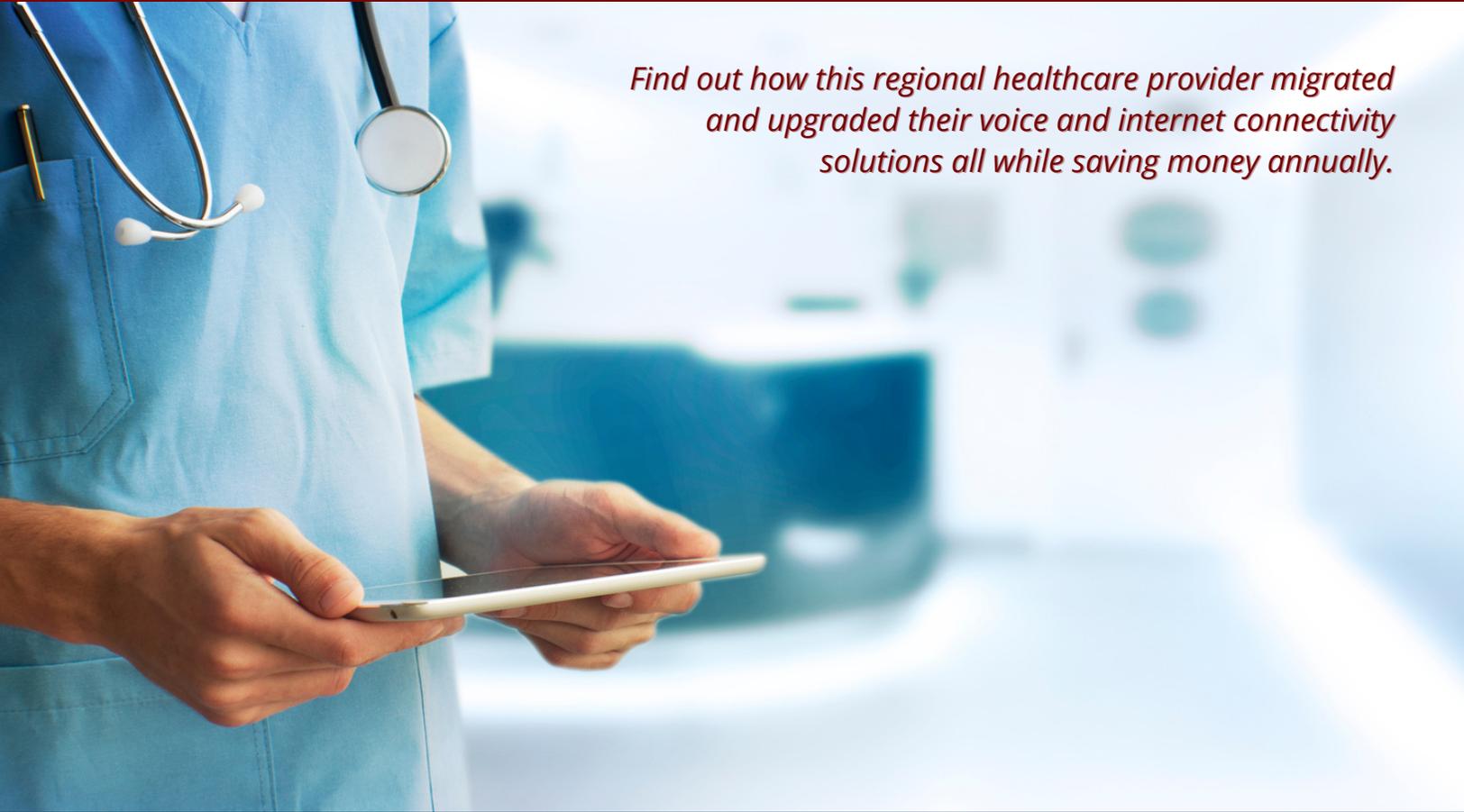


Healthcare Services Case Study



Find out how this regional healthcare provider migrated and upgraded their voice and internet connectivity solutions all while saving money annually.



SERVIAM

Technology Vendor Management

\$290K

Annual Savings

4

Years of Support

1

Trusted Partner

Our team of experts works alongside yours to provide the labor and specialized skills you need to make this happen, just like we did for this Regional Healthcare Provider.

The Company

This Regional Healthcare Provider has almost 20 hospital sites and over 10,000 staff across those sites. They host one of the largest trauma centers serving communities in the southeast part of the US.

Serviam was engaged as a partner to help maximize cost savings, upgrade technology, and offload the work of their IT team on various projects so they can focus on what they do best - taking care of their patients.

The Challenges

Limited Support

Amongst the 10,000 employees, less than 10 staff support their IT department, and very few projects were being outsourced. Their IT team was being asked to do more with less and was overwhelmed by their workload.

Extensive Projects

The client had extensive vendor migration projects coming up that would be time-intensive and require an immense amount of headcount hours. Their team did not have the resources to perform these projects at the rate they needed.

Outdated Technology

The current technology that this healthcare provider had at all sites was outdated and slow, which meant staff and patient care and experience were declining. The older technology solutions also created a greater risk around security.

The Partnership

Our dedicated team provided multiple resources to support and optimize this Regional Healthcare Provider's technology solutions. Here are the areas where we have supported the client:



A Strategic Roadmap



Expense Reduction



Expert Negotiations



Project Management



Ongoing Support



Vendor-Agnostic Guidance



Solution Roadmap

Once we had a clear picture of the client's technology environment, we could use it to develop a strategic roadmap for reaching their goals. We helped develop a path to a better voice platform and data network. Over the course of 4 years, Serviam has guided them to faster network connectivity, managed migration, overall cost savings, and contractual flexibility.

2019

September 2019 PRI/Voice Vendor Migration

We partnered with the client and helped manage the migration of about 22,000 phone numbers from one vendor to another. This migration resulted in about **\$43,000 in annual savings**.

June 2020 EMS Network Deployment

We negotiated the client's EMS network contracts to give them **competitive price points** and implemented favorable terms and conditions to allow for **maximum flexibility** in their contracts.

March 2021 Staffing Services

Through our industry leverage, the client was able to get engaged with a third-party partner for headcount resources, competitive pricing, and flexibility. With this third-party, the client has saved over **800+ headcount hours** each month and is able to upscale their employees as needed.

April 2023 Inventory & Expense Management

Serviam helped this client understand their contracts and finances by migrating information into a portal-based environment that allows them to track monthly spending. This solution eliminates late fees, service disconnects, and ensures contract terms and usage align. As part of this process of reviewing contracts and terms, a renegotiation opportunity was discovered that will **save the business \$192,000 annually**.

April 2019 Environment Assessment

Serviam did an assessment on the client's technology environment to see what areas of opportunity they had in regard to services, costs, and contracts. From this assessment, we were able to **identify gaps and solve** for their current business challenges.

April 2020 Primary Data Network Upgrade

Through this upgrade, we were able to **increase their network speed by 10x** all while migrating to a different provider which was able to provide around **\$8,000 in cost savings** for the client.

October 2020 POTS Lines Migration

Through the POTS lines migration, Serviam helped manage the migration of POTS lines providers, which resulted in **\$7,000 annual savings**.

November 2022 Network Vendor Migration

After reviewing the customer's existing agreement, we were able to source a like-for-like network solution at over **45% reduction** in monthly cost.

Present Ongoing Support

Our team provides ongoing support through weekly calls with the client to go over current projects and updates. Areas of opportunity are also covered based on the client's current environment, projects, and new technologies and vendors that are available.

2023

Our Process

Lifecycle Management

Business Imperatives

- Establish organizational goals and overall business objectives.
- Evaluate the current environment.
- Identify gaps and desired outcomes.

Solution Development

- Develop and evaluate solution alternatives that meet the objectives.
- Compare solutions on an “apples-to-apples” Total Cost of Ownership (TCO) basis.
- Represent all carrier and service provider options from a vendor-neutral perspective.

Deal Negotiation

- Manage a competitive bidding process and obtain the best possible pricing.
- Ensure the contract includes industry-leading SLAs and conditions.
- Identify potential “hidden” or “soft” costs which can dramatically impact your TCO.

Solution Deployment

- Provide project management support.
- Address challenges through effective collaboration with the vendor.
- Ensure installed solution meets all technical, performance, and economic objectives.

Ongoing Support

- Escalate trouble issues as necessary.
- Provide MACD support and manage contractual adjustments as needed.
- Provide quarterly business reviews to validate solution performance and viability.
- (Extra Services) Provide monthly invoice reconciliation, submit billing disputes, and consolidate financial reporting to ensure complete visibility into budget impacts.



Results

"Serviam has been an excellent partner in helping our team navigate new technology initiatives. They have helped our staff immensely and have saved us countless headcount hours. We can't thank them enough for their dedication to us."

IT Infrastructure Manager,
Regional Healthcare Provider



Over \$290,000 in annual cost savings - Through a renegotiation of contract pricing, the client was able to receive more competitive pricing, which resulted in significant cost savings.



Industry Knowledge - As a trusted partner, we were able to provide access to vendors and solutions that the client was not aware of previously.



Decreased headcount hours - Through our industry relationships and team, the client is now able to outsource tactical projects and focus on strategic initiatives. They have **saved over 400 headcount hours** on a monthly basis.



Increased bandwidth connection - All sites went through a network refresh with faster speeds, resulting in better staff and patient experience.



Project management - The client received project management on multiple large migration projects. Serviam provided guidance on implementation and helped ensure the project ran smoothly.



Serviam managed the client's suppliers, inventory, and contracts, giving the customer's internal team **more time, cost savings, and better flexibility.**



Through a relationship with Serviam, the client has gained a **trusted and ongoing partnership** that they can lean on for support, guidance, and industry knowledge.

For more information on how Serviam can serve your business, visit serviamco.com



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