



Success Story Healthcare Organization

“Until Gardner Resources arrived on the scene, it felt like the tail was wagging the dog. I needed someone I could trust to pull everybody together and manage such a huge undertaking...and Gardner was definitely it.”
- Senior Program Manager

THE CHALLENGE

A major healthcare organization was struggling with upgrading its 20 year old core claims processing system – the crux of its operation and decision making for cost and revenue strategy. If the upgraded system failed to work properly, the whole business was at risk.

Because of the complexity and high-priority status of this project, they engaged multiple outsourcing partners to build the system in concert.

Overwhelmed by the different requirements, possibly overlapping activities, and sometimes conflicting schedules of the numerous players involved, the company lost some control over the project outcome, and experienced chronic budget overruns. At this point, they reached out to Gardner Resources.

THE SOLUTION

Gardner immediately identified senior consultants with very specific business and technology experience to restore client control over project objectives, to liase between each vendor and the client, and to ensure that all of the project pieces moved forward as an integrated whole.

Over a three year period, Gardner constantly searched the local marketplace for those highly-specialized niche candidates to build this prodigious system, creating a “pool” of viable resources for our client. Using Gardner’s just-in-time staffing model, the client was able to swap niche resources in and out of engagements as needed, and incur minimal paperwork and expense. Also, Gardner gave the client the option to hire those consultants who proved invaluable to the long term stability of the project.

Included among our consultants were “watchdogs” to advocate on behalf of the client especially when very large vendors were involved, and to safeguard against duplicate efforts and inflated costs.

THE IMPACT

Despite the budget overruns and protracted timeframes that hallmarked the early stages of the project, Gardner successfully orchestrated the installation of a \$28M system replacement program on time and within budget, maintained positive relationships with multiple vendors throughout the process, and facilitated a smooth transition from the old to the new system.