

CASE STUDY

IT and Business Alignment

Challenge

A leading healthcare provider focused on providing affordable and safe care for all citizens was looking to better serve customers and stakeholders by improving business agility. The organization had a big disconnect between business and IT. The business challenges faced by the healthcare provider which could be improved by realignment included:

- Growing customer value and profitability: lower spending, improved outcomes
- Expanding payer-provider partnerships
- Developing consumer directed healthcare: trust building, advocacy, consumer friendly health exchange
- Implementing data security

Solution

Amitech Solutions assisted in the realignment of the provider's IT programs with the purpose of improving business agility, creating business alignment, and removing redundancies through functional experience. Employees at the healthcare company were surveyed by Amitech on the IT potential efficiency gains. There were two key survey results: (1) employees surveyed said that they could be more efficient if obstacles to success were eliminated, and (2) employees could also be more effective by prioritizing and completing the "right" work that adds value to their company, as opposed to completing more work. Amitech focused on boosting the company from a siloed, line-of-business structure to a business aligned, enterprise-focused, functional organization.

Result

From realigning IT, the healthcare company has the opportunity to go from "ticket takers" to becoming an indispensable business partner. The results from this business realignment will strengthen IT's leadership bench, build step change in agility, and deliver technology enabled competitive advantage. Additionally, it will deepen relationships and coordination as well as understanding between IT and business. Finally, this initiative will leverage data, systems, and infrastructure to drive business value.

KEY RESULTS

- ✓ IT is viewed as a business partner
- ✓ agile IT department
- ✓ IT as a competitive advantage



AMITECH

About Us

As a leading healthcare analytics and strategy consulting firm, we guide our clients by focusing on the most innovative approaches to data analysis in healthcare to discover insights for healthcare systems and insurers. We believe in change. We believe in data. We can help you use data to change and ultimately lower costs, improve quality of care and achieve better business outcomes. Amitech is based in St. Louis and has more than two decades of experience as well as industry-leading talent in the business analytics, information management, strategy consulting, population health, clinical analytics, care management, digital health and big data fields.



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