



# From Chaos to Clarity — Company Revamps Intranet

# New site cuts audit times, efficiently manages trouble tickets and makes it easy to locate/manage essential information

*Healthsystems is a specialty provider of innovative medical cost management solutions for the workers' compensation industry. Their diverse suite of services includes a leading pharmacy benefits and clinical management program, as well as a prospective adjudication solution for managing ancillary medical services. Leveraging powerful technology, clinically-based outcome management expertise and enhanced workflow automation tools, Healthsystems provides clients with flexible programs that reduce the total cost of medical care while increasing the quality of care for injured workers.*

Healthsystems had grown rapidly in both revenue and employees over the last several years forcing them to expand into separate facilities. As a result, providing a centralized tool for documentation with the ability to quickly search across all sites for information had become extremely critical. Additionally, they needed a solution that could provide project management, team collaboration and business intelligence.

In an effort to resolve the problem, Healthsystems independently implemented an ad-hoc Windows SharePoint Services (WSS) 2.0 platform without governance policies and procedures. The lack of proper architecture and controls resulted in a non-scalable company intranet with inconsistent sites that couldn't be searched, causing major adoption and training issues. Without the ability to find pertinent information employees were powerless to answer client questions and manage trouble tickets, creating high frustration and anxiety.

Catapult was engaged to provide a solution that would allow for migration of existing content, successful re-creation of all team sites and resolution of Healthsystems' pressing need for business intelligence that could be easily managed and accessed by all company employees.

## Implementation

Initially Catapult supplied Healthsystems with a detailed statement of work that clearly outlined the solution overview, scope, delivery approach, project deliverables, project logistics, and estimated effort and cost. This enabled Healthsystems to effectively communicate and set clear expectations about their work effort and associated costs, and reset employee expectations of what the intranet would be. Once engaged, Catapult did an assessment of Healthsystems' current WSS 2.0 environment and their business priorities. Catapult recommended a migration to the WSS 3.0 platform to accomplish Healthsystems' business goals and reduce the cost of customization needed with WSS 2.0. Additionally, Catapult suggested that Healthsystems take advantage of workflow automation offered by the 3.0 version for specific business processes to deliver additional efficiency.

A single server (small farm) configuration was implemented using multi-page meeting workspaces as the default site template. In cases where a multi-page meeting workspace wasn't feasible, team sites focused on help desk applications were put into place.

Catapult utilized a desk workflow solution for three separate departments that relied on processes similar to those typically used by Help Desk departments.

A disaster recovery replica of the existing WSS 3.0 was executed to protect Healthsystems against data loss and create an immediate WSS hot site.

## Results

This project's financial and productivity impact to Healthsystems was much larger than originally expected. Catapult's recommendation of moving to the WSS 3.0 platform and changing

“Upon completion of the WSS 3.0 project, which was both on time and within the estimated budget, I have since engaged Catapult for several other projects including a technical assessment of our active directory and network security. Catapult provided extremely valuable data which significantly improved our infrastructure. I also turned to Catapult when it was time to implement Microsoft Project Server 2007. One of their consultants helped implement the software into our infrastructure and provided training to get us up and running seamlessly.”

Markus Waite | Chief Technology Officer, Healthsystems

processes to be system-automated while adding audit controls saved money by eliminating the need for custom development on the 2.0 platform. Routing help desk inquiries into a SharePoint queue and processing them through an approval and task workflow instead of time-intensive email monitoring additionally reduced manual workload and high internal costs incurred during audits.

Further, a custom SharePoint site was created to support Healthsystems' SAS 70 Type II and URAC certification process. All controls for these certifications were added to the site where they could be documented with respective policies and procedures. During an actual audit SAS 70 and URAC auditors were granted immediate access to this data, cutting the time of a typical audit in half.

Other productivity gains included:

- With information now stored centrally, employees in

disparate locations can easily access needed information and track corporate progress on current strategic and tactical directions.

- Client trouble tickets are now able to be tracked and managed, allowing Healthsystems to begin associating key performance indicators (KPIs).
- Healthsystems is able to assign tasks according to user expertise and knowledge.



## How can we help you?

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