Digital Transformation Journey with Business & IT HealthCheck

Non-Profit Housing & Services Company
Minneapolis, MN

Industry
Long Term Care

Employees
3,500

This non-profit organization has grown to be the most innovative leader in senior housing and services, empowering individuals to live richer and fuller lives. The Minnesota based company currently manages 40 sites, located in seven states and has over 3500 employees.

CHALLENGES

The client is embarking on new lines of business and related services. These new lines of business require innovative digital solutions such as point of care monitoring and automation for which the client is relying on IT to deliver. It is currently committed to the legacy environments and support of the current business with limited time to develop and deliver new innovative digital solutions. The client was looking for a new Business and IT paradigm that would focus on the recently completed business strategy while supporting the ongoing business.

SOLUTION

- Trissential conducted a Business and IT HealthCheck to align the business and IT projects and methodologies with the client's new strategic agenda
- The Discovery phase of the HealthCheck started with pre-survey interviews of Business and IT senior leaders, the Innovation Value Institute's *IT Capability Maturity Framework* (IT-CMF) survey
- During the Analysis phase, Trissential completed an objective maturity assessment and benchmark of IT management practices, identifying gaps in alignment between business and IT leaders and strategic agenda
- Post Analysis, Trissential conducted interviews with executive leaders validating the analysis results
- Upon completion of the Analysis phase, Trissential facilitated the Design and Recommendation phase creating the improvement roadmap
- Delivered on time and on budget, the client has begun implementation of disciplined Portfolio and Project Management, Business Process Management and Data Access & Visualization

ESSENTIALS UTILIZED

MANAGEMENT CONSULTING
BUSINESS AGILITY
CONTINUOUS QUALITY

trissential
an expleo company

RESULTS

The client has begun a journey towards modernization and maturity of their technology strategy. They have hired a new CTO and within the first few months, the client has developed a portfolio of all planned and active projects providing a single source to align work efforts. They are implementing the Business Process Management methodology by developing standardized process models for Skilled Nurse Scheduling and Procurement and Facilities Management, leading to the implementation of new standardized enterprise solutions. They are also assessing their technical architecture and starting to look at how they host and manage applications across the enterprise.