

Strategic Business & IT Alignment Based on Trissential's Business & IT HealthCheck

Mutual Liability Insurance Company
Minneapolis, MN

Industry
Financial Services

Employees
150

"Trissential exceeded my expectations"

- Client CEO



ESSENTIALS UTILIZED

MANAGEMENT CONSULTING
BUSINESS AGILITY
CONTINUOUS QUALITY

This Minnesota based company is a growing partnership of mutual liability insurers and health service partners made up of organizations that unite to provide solutions and support to physicians and other healthcare providers. This company presents an opportunity for physician-owned insurers to band together for a common benefit.

CHALLENGES

Medical liability companies are facing unprecedented challenges in the market. Brought on by myriad forces – including a softening market, increasing expenses, a lack of product diversification, consolidation of physician-owned companies and acquisitions by commercial carriers. These market pressures are reducing profitability and presenting a significant threat. Smaller organizations, like this client, are especially at risk.

SOLUTION

- Aligned the business and IT projects and methodologies with the client's 2020 Strategic Plan, using Trissential's Business and IT HealthCheck
- Trissential planned and executed the Business and IT HealthCheck in eight weeks
- Trissential conducted interviews and completed a survey of executive leaders, cross functional and technology professionals utilizing Innovation Value Institute's *IT Capability Maturity Framework* (IT-CMF)
- Trissential management consultants and business analysts completed an objective maturity assessment and benchmark of IT management practices, identifying gaps in alignment with the client's strategic plan and objectives
- Delivered on time and on budget, the client received and has begun to execute Trissential's recommended improvement roadmap

RESULTS

The Business and IT HealthCheck provided the client with a clear understanding of the cause of current state challenges, gaps between business and IT expectations, and the recommended improvement efforts. The recommendations roadmap outlined improvements under the themes of Focus, Value and Velocity, as well as the recommendation to adopt Agile as a company-wide discipline. The client has begun the journey to transform the organization to Agile and restructured the Senior Leadership team to better align with this new way of operating.

