



ELIRE CASE STUDY: MANAGED SERVICES

HEALTHCARE NON-PROFIT

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INTRODUCTION – ABOUT THE CLIENT

The healthcare non-profit was as a fundraising organization for a predominant hospital system. Funds raised are fueling an expanded partnership with the World Health Organization to distribute cancer drugs in developing countries across the globe and driving survival rates globally.



INITIAL ENGAGEMENT

For Elire's initial engagement with the healthcare non-profit client in the beginning of June 2019, the Elire and healthcare non-profit teams connected to talk through challenges the healthcare non-profit client team was facing after encountering challenges with their initial Oracle Cloud implementation set-up. The healthcare non-profit client had just gone live with a different implementation partner and were not satisfied with the implementation. Elire and the healthcare non-profit then discussed a few different opportunities to collaborate.

The goals of the initial project included the implementation of an enterprise project costing solution (EPC) which included project budgeting, project control, sub-ledger accounting, as well as improved financial tracking of projects to show the full investment needed for completion. The project also had the goal of improving budgeting and selection of projects through Project Costing.

Following the initial implementation tasks, Elire and the healthcare non-profit set out to optimize their Oracle Cloud investment through Managed Services with new projects and initiatives.



OPTIMIZATION EFFORTS

The Elire team worked to remove manual processes and reduce the hours required for lower-value work and effort from full-time employees, freeing up time for more strategic work. The team conducted Process Mapping and Disconnect Analysis, discovered themes within the disconnects identified which included training, reporting, and treasury and cash management.

The Elire team produced a summary of Quick Wins to better optimize the healthcare non-profit's processes and discovered that many disconnects were Technology related, within the Process level, meaning that Oracle configuration and training should resolve most problems. Most Quick Wins were associated with Accounts Payable (AP) and General Ledger (GL). The Elire Team built a Quick Wins Project Plan so that Quick Wins could be addressed with an estimated level of hours and effort.

Additional optimization efforts included an Optimization Roadmap and recommendations, which included the recommendation to implement Oracle Cash Management to improve cash visibility and move healthcare non-profit's bank reconciliation process into Oracle Cloud. For AP optimization, the Elire team recommended training to empower the healthcare non-profit's AP Finance team to better utilize their Oracle Applications. The Elire team utilized their previous analysis to build a plan for tackling current issues to make processes more efficient.

IMPLEMENTATIONS

One of the initiatives the healthcare non-profit was working on was a self-implementation of Oracle Cloud Procurement. The healthcare non-profit had remnants of an old procurement system to support supply chain but did not have any self-service procurement platform. Their legacy system has SKUs but did not have any bundles, just bits and pieces of Oracle Cloud fusion and Geodus stitched together with APIs.

The initial task of the Elire team was to implement self-service procurement and get requestors to create their own requisitions using the tool. Elire designed the functionality for t-shirt orders in Oracle Cloud so the items can be viewed and fed directly to Geodus for order fulfillment versus routing through a SharePoint site. Elire also created custom utilization for precast functionality and gave the team a way to take inventory items that they have and see them in self-service to select, create requisition, and feed to Geodus via API. Elire also partnered with the healthcare non-profit to implement an enterprise project costing solution (EPC) using Oracle Cloud Project Financial Management tools. Elire strived to achieve the project objective to include project budgeting, project control, and improve our financial tracking of projects to show full investment needed for completion. Throughout the entire project,

Elire utilized a hybrid implementation methodology between Waterfall and Agile to transform elicited requirements into valuable, intuitive functionalities that ensures our client's core business process and project management succeed.

This solution prepares the business executives, project managers, and their project team members to achieve full financial control over their projects and allows them to utilize their time on other important goals, instead of burdening them with administrative tasks such as managing multiple spreadsheets and disconnected tools.

By June 2022, a total of 102 projects including converted projects and net new projects were successfully used in Oracle. Users leverage project costing functionalities at an impressive rate at 100% with an average of five project forecast versions per project, six to seven project budget versions per project. Since Project Managers can identify project risks and opportunities months in advance, the organization is brought great opportunity to reallocate excess budgets to necessary projects and project tasks. Project Managers are empowered to become active functional drivers to grow positive changes in not only business process and training improvement initiatives.

CHANGE MANAGEMENT

Elire provided training to Subject Matter Experts and business users, as well as conducted hypercare daily touch points during the User Acceptance Testing timeframe to help answer questions and fix any issues that arose. The healthcare non-profit went live with their enterprise project costing solution which included Oracle Cloud Project Budgeting, Project Control, and Sub-Ledger Accounting, and resulted in improvement to their financial tracking of projects. The Elire Team provides ongoing managed service care and support post go-live.



THE HEALTHCARE NON-PROFIT AND ELIRE PARTNERSHIPS

The healthcare non-profit and Elire continue and effective Managed Services Partnership to keep up with their pace of growth and prepare for the future. As the healthcare non-profit grows, Elire's Managed Services support is assisting the company alongside its continued optimization and innovation efforts. To prepare for the future and ensure that their business needs are being fulfilled, Elire and the healthcare non-profit have maintained a partnership that involves consistent optimization of their Cloud applications. Elire works to assist with new functionality, day-to-day production support, and assisting with change management efforts as needed.

The healthcare non-profit is just one of the many clients who have gained value from an Elire Managed Services partnership. Elire's experienced Managed Services team works to help design and plan for business process and IT software changes, easing the complexity and cost of changing organizational needs. Business priorities and the technology landscape are always changing, but a trusted Managed Services Provider team acts as an insurance policy against potential pitfalls, creating more stability and productivity for your organization. Elire's Managed Services allow organizations to leverage flexibility and cost savings to power their application's full potential with a team they can trust.

Elire's Managed Services is a suite of IT consulting services tailored to our client's needs which can be as simple as on-demand staff augmentation, to robust full-time production engagement. These services are on demand and scalable as we understand not everyone needs 40 hours per week for consulting services. Backed by over 20 years of PeopleSoft, Oracle Cloud, and Kyriba experience, Elire's Managed Services Practice offers a comprehensive suite to address end-to-end application management and maintenance needs.





CHAU MAI-PARADEE

Cloud ERP Consultant

Chau Mai-Paradee serves as Elire's Cloud ERP Consultant II. Chau is responsible for requirement elicitation and implementation of Oracle ERP Applications for Elire clients. She provides technical support and functional training to all clients to ensure organizations fully utilize their solution offerings.



JASON MCCABE

Oracle Cloud ERP Practice Lead

Jason McCabe is the Oracle Cloud ERP Practice lead for Elire and is responsible for managing all clients using Oracle Cloud ERP Applications. Jason and his team deliver ERP solutions for clients looking to strategically align business strategy and organizational objectives through cloud-based application implementations.



MADDIE CARON

Marketing Specialist

Maddie Caron serves as Elire's Marketing Specialist, specializing in content writing and digital media communications. Maddie works to deliver relevant industry updates and technical blog posts to educate and engage Elire's audience.



ELIRE'S MANAGED SERVICES

The work isn't done once you go-live. Leave your maintenance and enhancements to your Trusted Advisor.

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Leverage the flexibility and cost savings to enjoy your application's full potential with a familiar team you can trust.



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