

CASE STUDY:

ProMutual Group (Coverys)

Post Acquisition Organizational Maturity Assessment

“The depth and breadth of this recent assessment, and the hours and effort that went into the final deliverables was worth every penny we spent. [The i3solutions team] went above and beyond our expectations. We all recognize and greatly appreciate [their] efforts and expertise”

Donna Miele-Cesario, CIO of ProMutual Group

Business Challenge

ProMutual Group (PMG) had recently acquired a subsidiary and was in the planning stages of aligning processes and infrastructure across both organizations. To complicate efforts, PMG was also in the process of selecting a new enterprise software vendor. PMG’s IT organization was faced with the question of what to do with its subsidiary’s legacy systems over the short and long term.

Our i3solutions Strategic Services team was faced with the challenge of assessing the viability of any enterprise systems implementation at PMG’s subsidiary, while also defining a strategic roadmap for aligning priorities, infrastructure, and processes across two disparate organizations.

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Overview

Client Profile

ProMutual Group (now Coverys) provides innovative insurance and risk management services to more than 20,000 physicians, surgeons, dentists, certified nurse midwives and allied healthcare providers as well as nearly 500 hospitals, health centers and clinics in 22 states coast to coast.

Business Solution

The i3solutions Strategic Services team conducted an organizational maturity assessment: evaluating people, processes, and technology across PMG and its subsidiary. Our team identified critical next steps for PMG’s subsidiary to complete before undertaking a migration to any new IT platform: whether it be PMG’s existing infrastructure or any future-selected software vendor. i3solutions was able to identify actionable quick wins for PMG’s IT organization, which allowed both PMG and its subsidiary to move forward, while aligning priorities and mitigating risks to long-term strategic goals.

Solution Benefits

- ⇒ Actionable Next Steps for Mitigating Risks
- ⇒ Long-Term Enterprise Roadmap
- ⇒ Alignment of priorities across disparate organizations.

Industry: Financial Services

Solution

After acquiring a subsidiary half way across the country, ProMutual Group (PMG) suddenly found itself facing disparate IT infrastructure that was weighing down its bottom line. To complicate matters, PMG’s subsidiary was also recovering from a failed systems implementation while PMG was struggling to find a replacement for its own outdated enterprise platform. Our Strategic Services team was brought in to help PMG select the best strategy for unifying infrastructure and priorities across both organizations.

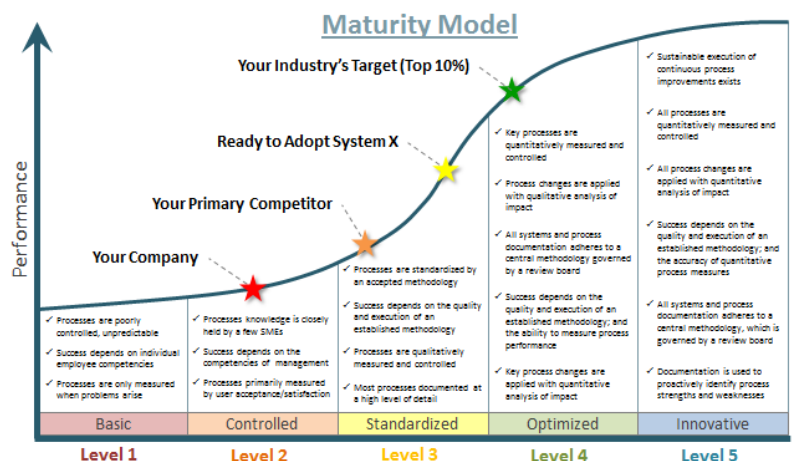
To help PMG define a clear path forward, our Strategic Services team delivered a readiness assessment for each enterprise migration option on the table. First, our team analyzed whether or not both organizations were ready to undertake a strategic initiative by assessing the relative strengths and weaknesses of the current IT staff and infrastructure. For options where one or both organizations were not ready, we outlined the critical next steps for each organization to complete before it could undertake an initiative with a high probability of success. Our team also leveraged our i3solutions Organizational Maturity Model methodology (see figure below) to assess PMG and its subsidiary using over 30 criteria, assessing aspects like the quality of data governance, process documentation, and process performance measurements. After assessing PMG and its subsidiary, we placed both organizations on our maturity curve along with several key milestones and strategic objectives. Our maturity model provided a clear visual of where both organizations stood, where they felt they needed to be, and what steps each organization needed to take to reach unified strategic objectives.

“This is the second time ProMutual Group has engaged i3solutions and once again we believe that we receive the best value for our money each time we engage your company”.

Our recommendation to PMG and its subsidiary not only helped create alignment between the priorities and strategic objectives across both organizations—but we also provided PMG with a long-term, actionable game plan to follow as it progressed towards completing its objectives. Our work with PMG was like any other i3solutions’ client engagement: we did more than act as PMG’s trusted technical advisor — we empowered it with the tools it needed to succeed... long after we were gone.

Return on Investment

i3solutions provided valuable insights to PMG by delivering a third party assessment of its subsidiary’s strengths and weaknesses, which outlined clear next steps for both organizations to take if they wanted to undertake certain strategic initiatives with a high probability of success. PMG received a detailed assessment of the risks to its strategic objectives, along with actionable recommendations for mitigating those risks.



About i3solutions

At i3solutions, our core values and strategy-oriented culture prepare our consultants to be your Trusted Technical Advisor. We specialize in the fields of Portals and Collaboration, Systems Integration, Business Intelligence, and Strategic Planning. With each client engagement our goal is to empower our clients with the tools they need to sustain continued success... long after we are gone. We focus on enabling our clients leverage their unique set of assets, existing technologies, and core competencies to build reusable, scalable, and sustainable solutions. At i3solutions we go beyond delivering results – we empower you to succeed.

At i3solutions we have successfully delivered over 800 enterprise systems, including 500+ SharePoint implementations. We have been a proud Microsoft Gold Certified Partner for over 10 years, and our exceptional dedication to our clients and deep knowledge of current and emerging technologies has resulted in a 92% customer satisfaction rating. We have delivered solutions and strategic advice to small business, global Fortune 500 companies, government agencies, and everything in between.

To learn more, you can find us on the web at www.i3solutions.com. For more information regarding our training and staffing divisions, please feel free to visit us at www.i3training.com and www.i3staffing.com.

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