Project Portfolio

ASCENDANT SOLUTION GROUP

Included below are representative technology advisory engagements.

Hospitality Data Company	National Health Insurer	Healthcare Provider Organization
Data Strategy Roadmap Development	*IT Effectiveness Assessment*	*IT Strategic Roadmap Development*
SITUATION	**SITUATION**	**SITUATION**
Data-driven hospitality insights company that was in the middle of a journey towards expanding their data and analytics capabilities to support existing and new products. The company's next strategic step was to develop a data strategy and expand its operating model to focus on end-to-end data management including improved intake and processing.	National, fortune 500 payer that was seeking to consolidate its technology footprint in an effective way to meet its future operational goals.	A multiple site healthcare provider organization based in the Northeast sought to understand its IT current state across people and processes in order to develop a roadmap to address future opportunities, risks, and issues.
ROLE	**ROLE**	**ROLE**
In order to realize the company's goal of doing more with data currently provided by existing clients as well as data that can be provided by existing and potential clients, the consulting team was engaged to provide the company with a comprehensive data strategy that assessed the enterprise data intake capabilities, IT systems, process and people considerations for these future-state imperatives. Our deep dive approach covered several key components including a detailed review of the company's data lifecycle, from data intake through analytics and reporting, along with the data warehousing, IT infrastructure and technology that supported the company's growth plans.	Engaged the business and technology stakeholders to understand both the business and technical requirements, current business process flows and technical data architecture. Engagement personnel consolidated the multiple billing systems into one enterprise billing platform that supported all lines of business and customer segments through configuration. This required a dedicated team of product architects, engineers, and product managers to deliver the robust revenue and billing solution for the healthcare vertical of ORMB (Oracle Revenue Management and Billing) and a robust reporting platform that integrated with a purpose-built data warehouse for collating data from various sources.	Conducted an IT assessment of existing day-to-day IT efforts, people, processes, legacy applications and future applications and key-recommendations for future changes to be implemented: Leveraged both quantitative and qualitative information, the consulting team reviewed the IT structure and governance, staffing model, and planned IT initiatives. This included reviewing current custom applications and potential future ERP, Point of Sale (POS) systems, Data Warehousing and Reporting The consulting team then created a comprehensive findings and recommendation report illustrating key opportunities, risks, and issues within the IT organization and capabilities
RESULTS	**RESULTS**	**RESULTS**
Delivered a comprehensive data strategy that included: • Operating model maturity assessment • Governance, stewardship, data management and organizational imperatives and recommendations • IT and data environment redesign / enhancements / investments (e.g., data warehouse, cloud) • Tools and technology considerations (e.g., ETL, BI, Advanced Analytics) • Strategic roadmap, workstreams and project plans	The client was able to realize the following: • Achieved 60% reduction in billing errors for billing, payment, and collection • Created centralized, 360-degree view of the customer throughout the entire journey • Implemented new repeatable functionality for commission modeling and promotional commissioning with automated commission calculations	• Delivered comprehensive assessment of IT systems and capabilities to the executive team including key gaps and opportunities across people, process, and culture • Provided key recommendations to align the organization and prioritize necessary changes to drive success • Illustrated potential future state organizational structure to increase IT effectiveness • Created a detailed, actionable IT plan indicating key opportunities, risks, and issues within the organization