CATHOLIC HEALTH INITIATIVES

EXECUTIVE SUMMARY:
Catholic Health Initiatives, a national nonprofit health organization, partners with TEKsystems for staff augmentation services to support a multi-million dollar data center consolidation effort.

TECHNOLOGIES SUPPORTED:
EMR

Profile: Catholic Health Initiatives (CHI) is a national nonprofit health organization with headquarters in Denver, CO. The client operates in 19 states and includes 73 hospitals; 40 long-term care, assisted and residential living facilities; two community health services organizations; and home health agencies. With annual revenue of approximately $9 billion, CHI is the nation’s third-largest Catholic healthcare system. TEKsystems first partnered with this client in 2008 and to date has provided 50+ placements across multiple projects.

Situation: At the time, CHI’s business entities and subsequent IT support functions were operating as 44 separate entities. Knowing this model could no longer support the company’s growth and strategic objectives, the client invited a third party vendor to assess its current IT operations and identify areas of improvement. The vendor found inefficiencies such as capacity constraints, duplicate hardware and redundant processes.

Based on recommendations from this assessment, CHI decided to consolidate all IT support systems utilizing its Denver headquarters as the main location and its newly acquired Texas location acting as a redundant control center.

With various new system implementations underway and others on the horizon, the planned consolidation presented significant challenges. To successfully implement this new configuration, CHI needed to perform several critical functions: upgrade its Active Directory and Citrix environment, consolidate servers, implement tiered support for network engineering and operations, maintain support for its Avaya voice system, and consolidate related vendor and supplier agreements.

In light of the labor shortage in network and engineering skills, finding a firm that could provide support for all of these critical competencies, across multiple states and facilities, had proved a difficult task for the organization. In addition, CHI wanted to build its internal competencies in each of these disciplines so the company also needed to ensure consistent and effective knowledge transfer.

After presenting our capabilities to the company’s Director of Vendor Management, Director of Servers and Chief Technology Officer, CHI selected TEKsystems as its vendor of choice.

Solution: The TEKsystems team deployed to support this project included two Windows System Engineers primarily responsible for carrying out the Active Directory, Citrix system upgrades and server consolidations. There were two Network Engineers deployed to Tacoma, WA, who provided mid-level network engineering support, as well as engineering support for its Avaya voice system. An Operations Analyst was tasked with monitoring production, while a Unix Supervisor and two Operations Leads supported operations. TEKsystems also provided Contract Administrators to assist with the consolidation of all related vendor and supplier agreements. A Records Analyst was used to support policy/procedure reviews and revisions. TEKsystems also deployed an Engagement Manager who was onsite several times per week to act as a liaison between the TEKsystems team and client management.

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**Benefits:** TEKsystems delivered this project on time and within budget. Through this partnership, CHI is accomplishing its goal to consolidate its 40+ separate entities into two centrally located, robust and fully functional data centers housed in its Denver and Texas locations. As a result of the exceptional results achieved by the initial 10 consultants placed by TEKsystems to support this project, the resources were converted to full time CHI employees. This provided the client with consistent, long term resources and further ensured effective knowledge transfer.

TEKsystems has subsequently placed more than 20 additional resources encompassing a myriad of skills to satisfy requirements in the client’s Colorado, Oregon, Washington, Kentucky, Ohio and Maryland locations. TEKsystems and CHI are currently in high level discussions regarding a multitude of projects to support future training, asset management and applications development efforts.