



At CollabraLink Technologies, Business Process Management is not a software application, it's people being more productive, people maximizing resources, and people eliminating inefficiencies. We believe technology empowers people, but people produce results. Listen to the application vendors pitch their promises, then let *our people demonstrate how your people are the real value behind the BPM hype.*

Order Management Process Optimization

A Large Home Healthcare Provider

THE CHALLENGE

A leading provider of integrated home healthcare products and services was struggling with rising costs and increasing regulatory compliance requirements as it sought to automate its order management processes. The company was focused on improving patient care and intended to design a standardized order entry and tracking system to expedite customer service and better respond to patient inquiries.

Supporting data, including marketing collateral, patient notifications, and mail / fax forms and documents, were strewn among disparate systems. To meet project goals, the client required a consolidated data repository with the capability to produce detailed statistical analysis.

THE SOLUTION

Developing a CollabraLink solution begins with Strategic Analysis. After understanding the executive business strategy and goals, the CollabraLink team conducted discovery workshops with the client's IT staff and end users. Analysis identified functional gaps and procedural bottlenecks in the existing processes. The current information architecture was defined

and necessary data storage locations mapped.

Based on the detailed project roadmap developed, and with clear project goals in hand, CollabraLink analysts applied a disciplined Transformational Planning assessment to develop new processes and prepare the project partnership for the implementation tasks ahead. Business process improvements proposed were modeled and simulated in a development environment to confirm predicted enhancements.

CollabraLink designed and implemented a Service Oriented Architecture (SOA) that initiates the order process and provides required information to internal and external users. The processes implemented allowed submitted orders to spawn through multiple database instances and efficiently generate the proper email notifications to concerned patients.

The process design minimized configuration errors and shipment delays. The final solutions were made available in a clustered server / storage environment to ensure high availability and fail-over support.

THE RESULTS

The developed processes and systems architecture have increased the overall speed and efficiency of order entry. Staff are able to handle significantly more orders in less time with higher accuracy. Order turn around time decreased and sales order throughput rose

dramatically. The staff is more productive and morale has risen.

An easy-to-use management dashboard was created for senior executives that improves operational visibility and provides timely alerts regarding any process issues and possible bottlenecks. Management now manages the business efficiently in order to attain their primary goal – delivering value and quality care to their customers.

For further information about the material presented in this case study, or to arrange a consultation, please contact:

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CollabraLink Technologies, Inc. is a business and technology consulting firm offering strategy, process optimization, and solution integration to clients in the manufacturing, telecommunications, high-tech, financial services, insurance, health care, and life sciences industries.

Proficient with major BPM tools, the company is sought by clients and vendors alike, often to rescue stalled or failing BPM implementations.

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