

# IT Assessment Provides Transparency into IT Operations



**When it comes to running critical healthcare systems, a solid IT foundation isn't optional, it's required.**

Since 2000, Healthcare Claims Management (HCM) has been a trusted and reliable provider of revenue cycle management in the US healthcare system. HCM's primary focus is to provide tailored solutions for today's complex revenue cycle challenges.

Poised for organizational growth, HCM recognized the importance of strengthening its IT foundation in supporting business operations and wanted to ensure its IT infrastructure was built in a manner that could handle the growing needs of the business.

## THE SITUATION

An essential component of the business, HCM's in-house IT Director was responsible for everything from 24/7/365 day-to-day IT operations, to software and hardware implementation, to over-arching technology strategy for the organization. As a result, HCM decided to seek outside assistance to establish redundancy of personnel, modernize business continuity, create better executive-level visibility into IT operations, and enhance the value its IT department delivers to the business.

Upon referral, HCM reached out to Resultant as the first step in improving its long-term IT planning.

### Initial Pain Points for HCM

- Redundancy in Staff
- Business Continuity
- Cybersecurity and HIPAA Compliance
- Lack of Visibility into IT Operations

## THE RESULTANT APPROACH: PARTNERSHIP

Seeking a baseline related to its IT organization, Resultant recommended that HCM undergo an IT Assessment to gain more in-depth visibility into its technology and current challenges. The outcome was an IT roadmap that addressed current critical needs as well as long-term value-add projects.

Over the course of eight weeks, the Resultant team completed a review of HCM's IT practices and infrastructure. As part of the IT Assessment, the Resultant team:

- **Assessed and documented** HCM's current state including both business and IT operations;
- **Benchmarked** HCM's technology, considering industry compliance requirements such as HIPAA and PCI;
- **Provided recommendations** on how to bring business strategy and the IT organization into alignment; and
- **Developed an implementation plan** that included prioritization, parties involved, and estimated costs for each initiative.

"Resultant laid out in layman's terms where our business stood from an IT perspective including clear insight into our current position, what was working, what would be nice but not necessary today, what our critical shortcomings were, and more. Equipped with that information, we were able to make confident decisions related to technology as well as know we're spending money effectively," stated Jeremiah Pastrick, VP of Corporate Development at HCM.

With information from the IT Assessment in hand, HCM contracted with Resultant to work alongside its IT staff and rebuild the foundational components of its technology stack and eliminate future issues - all while maintaining seamless business continuity for HCM and its clients.

"We decided to work with Resultant and continue to work with Resultant because they don't look at IT in a vacuum. They understand how it integrates into the larger purpose, budget, and objectives of our organization," stated Pastrick.

### Completed Projects

- ✓ IT Assessment
- ✓ Sophos Antivirus Implementation
- ✓ VMWare and Backup Remediation
- ✓ ConnectWise and Labtech Implementation
- ✓ Network Refresh

## THE OUTCOME

With an organization-wide understanding of HCM's IT environment, the HCM leadership team can focus on strategic initiatives with one less day-to-day fear.

**"We are more confident than ever about our business continuity and our IT Director can actually take a vacation now. That is a great feeling and I'm sure our IT Director would agree," stated Pastrick.**

Following the IT Assessment, HCM engaged the Resultant team on several initiatives that brought further stability to its IT infrastructure and significantly bolstered its business continuity posture. Projects have included the completion of a Sophos antivirus implementation, VMWare virtualization upgrade, Veeam backup stabilization, Endpoint Management implementation, and Fortinet firewall refresh.

Continuing to partner with Resultant, the HCM team's IT strategic plan includes activities such as a complete HP network upgrade, server consolidation, cybersecurity and HIPAA deep dive, and beyond. Relying on Resultant as its IT managed services provider, HCM trusts Resultant to step in and assist its internal IT team on a regular basis ensuring a productive work environment.

**"Resultant helped us to create an IT plan that integrated with our business and would allow us to operate better, make us more profitable, deliver more services, and better deliver services to our clients," stated Pastrick.**

The HCM leadership team is confident that the technology supporting the business follows best practices and is in compliance with its industry-specific requirements related to cybersecurity such as HIPAA and PCI. But more importantly, the leadership team is confident that its technology is meeting the needs of the business as it continues to grow.

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**What sold me on Resultant was the people. They were people I could trust and people that understood what we were trying to accomplish as a business.**

**JEREMIAH PASTRICK**  
VP OF CORPORATE  
DEVELOPMENT,  
HEALTHCARE CLAIMS  
MANAGEMENT

## ABOUT RESULTANT

Our team believes solutions are more valuable, transformative, and meaningful when reached together. Through outcomes built on solutions rooted in data analytics, technology, and management consulting, Resultant serves as a true partner by solving problems with our clients, rather than for them.

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**Our expert-led team can take your business to the next level.**

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