



## Leading Behavioral Healthcare Provider Faces Technology Leadership & Value Challenges

**Approach Consulting helped optimize the company's technology direction, providing skilled leadership advisory to enhance operational outcomes**

### Overview

#### Client Profile:

Northeastern U.S. nonprofit health care provider specializing in Behavioral Health Care Services.

**Annual Revenue:** Over \$20 million

**Challenge:** Lack of IT executive leadership, non-integrated & paper-driven EHR, legacy technologies and dated processes.

**Approach:** Provide interim IT leadership, governance, and consulting solutions to assist the client in aligning strategic direction, maturing IT methodologies and ensuring optimized operational value.

**Outcomes:** Successful & on-budget IT strategy, governance & methodologies implementation, consolidated EHR systems, migrated critical infrastructure/systems to cloud.

### Challenge

A leading, regional nonprofit healthcare organization providing behavioral health care services to thousands of patients in need was lacking post-merger IT leadership & strategic alignment. To ensure grant funding, the client had completed numerous acquisitions of smaller providers, resulting in multiple, non-aligned technology systems, resources and processes. The organization lacked strong technology leadership to champion the post-acquisition transformation. Additionally, the organization possessed a large infrastructure footprint for a healthcare company of its size, placing a large burden on resources and finances.

Significant challenges included:

- Supporting current & future merger & acquisition plans.
- Optimizing aging technologies and multiple, non-aligned business processes and resources
- Ensuring minimal impact to Patients & Staff

### Approach

As a new partner, Approach Consulting collaborated with the client to:

- Conduct a holistic assessment to fully understand client objectives and strategic goals
- Develop & implement an IT Optimization Plan to align with company strategy
- Develop & Deploy a PMO framework to support effective company outcomes via project leadership, governance best practices, & effective IT integration
- Provide IT Leadership, Advisory services and risk mitigation consulting for executive management
- Reduce infrastructure resource overhead, cost and capital expenditure.
- Build a strategic and sustainable IT organization, incorporating value-based transition to an optimized outsourcing model.

### Outcomes

Approach Consulting effectively provided IT executive leadership and consulting services to help the organization to:

- Reduce overall IT staff requirements and cost through outsourcing model.
- Ensure integrated model & technologies to support agility for current and future mergers and acquisitions.
- Advise Board members on technology-related matters

### About Approach Consulting

**We create the MOST value for global clients in the areas of Merger and Acquisition, Operations, Strategy and Technology.** Approach Consulting is a privately owned business advisory & consulting company, with global experience and success across multiple industry segments. Founded in 2010, we possess deep expertise in providing advisory, optimizing business operations, integrating change and ensuring value predominantly within aerospace & defense, financial services, healthcare, and technology sectors.

**Contact Us: 844-4APPROACH / 844-427-7762 / +1 (813) 666-1154 | [www.approach-consulting.com](http://www.approach-consulting.com)**