



Major Healthcare Provider Organization Addresses Typical Growth Challenges By Optimizing Its Operational Governance, Resources & Processes

Approach Consulting helped implement, lead and transition the company's Program Management Office (PMO) to optimize alignment with explosive business growth

Overview

Client Profile: Major nationwide health care organization providing specialty healthcare services to over 60,000 patients.

Annual Revenue: Over \$250 million

Challenge: Formalize non-aligned investments, resources, processes and technologies, to ensure continued explosive business growth trajectory.

Approach: Provide advisory, governance, and consulting solutions to assist the client in successfully implementing, leading and transitioning a PMO to support company objectives.

Outcomes: Successful implementation, leadership & transition of an integrated PMO model to ensure effective capital investment

projects prioritization, governance and execution.

Challenge

A global leader in minimally invasive spine surgery, providing relief & a return to a health lifestyle for over 60,000 patients, identified an opportunity to formalize governance of non-aligned investments, resources and technologies. More specifically, the challenge required the implementation, and sustainment of a formal PMO model, against a plethora of competing resources, processes and technologies.

Significant challenges included:

- "Do no harm" to in-flight transformation
- Ensuring cross-functional Program Governance & process optimization
- Overcoming aging technologies and multiple, non-aligned business processes

Approach

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

- Conduct discovery to fully understand company objectives and strategic goals

- Deploy an experienced and knowledgeable advisory & consulting team with an understanding of PMO & Healthcare Provider operations
- Partner with an incumbent consulting vendor to ensure joint success for client outcomes
- Implement & sustain PMO leadership & governance best practices to support client's optimization framework in supporting company goals
- Ensure effective Business & IT organization resource, process & technology investments
- Provide advisory services and risk mitigation consulting for executive management
- Transition successfully implemented PMO to client staffed and trained model

Outcomes

Approach Consulting effectively provided PMO Advisory, Optimization & Change Integration Services to help the organization:

- Successfully implement, sustain formal governance & quality outcomes of capital investments
- Ensure optimized PMO processes & controls in place to support ongoing company needs
- Support continued growth objectives by training in-house resources to maintain implemented PMO services and best practices.

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, staffing, and technology sectors.

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