

An Interim Executive Search Turned Full Digital Transformation



CASE STUDY

A prominent services provider for medical insurers turned to LABUR for an interim technology leader during a massive digital transformation project.

Our Advisor became the client's partner and advocate before ultimately being hired as the full-time CTO. As CTO, this person continues to guide the complex effort with the support of a five-member team of LABUR Program Delivery SMEs.

CHALLENGE

As a leader in the field, our client had historically prioritized geographic and services expansion at such a rapid pace that scaling their technology capabilities could not keep up. What would a modern platform look like, feel like? What type of investment would it require? What are the benefits, the ROI? What would such a journey look like? What made sense for them? An overwhelming number of questions that was further complicated by incumbent consulting advice that was just as overwhelming.

HOW LABUR RESPONDED

LABUR's Advisory Services practice simplified these technology questions, untangled the core complexities, and renewed focus on what is practical, necessary and reasonable that also makes sense to this client's unique situation.

Our interim-turned-full-time CTO also requested a program delivery team to support this ongoing journey. With LABUR's assistance in establishing the vision of a solid future state, our advisors created a path to identify suitable technologies and partners including business case and project finances. LABUR's team continues to support the effort including facilitating the vendor selection process as neutral and discerning partners.

RESULTS

Our client is well underway on the digital transformation journey, confident in the effort, aware of the required commitment, and excited about the benefits. LABUR's Advisors and consultants continues to guide the effort, train and educate, and help the client build core capabilities.



Advisor hired as full-time CTO



Five LABUR Advisors assisting in the ongoing transformation effort



Established business case model and vendor selection method



Processes, roadmaps, and program expertise supporting other initiatives including RPA and infrastructure projects

Interested in LABUR's advisory services, strategic resourcing, or executive search offerings?



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