

Guiding Vendor Selection for a Salesforce HealthCloud Implementation Partner



CASE STUDY

This nonprofit healthcare provider had a unique patient segment and growing need for their services far exceeded capacity with over 30,000 patients and counting. This increased demand meant increased strain on existing digital capabilities and the organization needed a major digital overhaul.

CHALLENGE

Our non-profit healthcare provider client had known for some time that their legacy platform needed to be urgently upgraded to scale and offer many more patients their state-of-the-art care. A vendor had been working on a Salesforce-based solution, but with little progress to show. The parent company, a major healthcare provider, was not providing enterprise level support. With only a small team focused on the legacy technology, our client turned to LABUR for guidance: Why was the vendor not producing results? Was Salesforce the best solution for their patient care needs?

HOW LABUR RESPONDED

LABUR Advisory assembled a small team experienced with healthcare processes, the Salesforce platform, major digital transformations, and the organizational and operational change journey required to achieve success. After the stalled implementation was formally halted, the team applied our proven vendor selection framework to evaluate solution options and recommended a comprehensive platform based on Salesforce HealthCloud. Using the same framework, the team guided the stakeholders through a system implementation (SI) vendor selection.

RESULTS

The digital strategy roadmap focused on maintenance of expertise in relation to both new Salesforce skills and existing institutional knowledge – a key success factor in evolving the client towards a more well-aligned and thoughtfully designed organization. Our Advisors provided the tools to future-proof their tech team and support further digital innovations against budget constraints through quantifiable efficiency gains and scaling of services with a refreshed and modernized approach.

Assembled a project team with niche expertise required to guide the vendor selection process and support the Salesforce implementation efforts



Established a sustainable technology roadmap to scale alongside organizational growth



Created a hiring and training framework to align with new technology plan



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