



CASE STUDY

Project at a Glance

- > A leading health services business with over 30,000 employees and \$25 billion in revenues turned to iTech to support the development of a world-class, unified data warehouse
- > iTech placed a team of 16 highly experienced technology specialists at the client site to support the mission-critical initiative
- > The iTech team led the design, development and launch of the system which today manages information for millions of doctors, patients, businesses and health care institutions nationwide

“iTech’s consultants bring excellent industry experience – they are go-getters, team players with excellent people skills, good all-around Business Analysts who get the job done. They demonstrated leadership qualities by taking on tasks and completing them, and facilitating others to get the answers needed.”

- Client, A Fortune 500
Health Care Insurance Company

iTech Partners with Client to Build Mission-Critical Data Warehouse

THE CLIENT

The client is the warehousing and analytic arm of a national information and technology-enabled health services business. Focused on health system analytics, technology and consulting services, this business unit concentrates on converting data into usable, fact-based information that yields better decisions, greater efficiency and higher quality health care programs.

THE CHALLENGE

Today, health care data is both vital and copious. Recognizing the exponential growth of patient, provider and regulatory information being fed to and managed by health systems, the Client began working to design, develop and implement a groundbreaking unified data warehouse. Their goal was to build a solution capable of rapidly transforming complex and sophisticated data into valuable, accessible information that would increase efficiency, improve quality and support decision making for doctors, hospitals, insurers and more.

To lead the health services market in data warehousing innovation, the client rapidly needed to expand its in-house technology team and increase expertise and resources in the areas of business and system analysis, project management, data analytics and development.

THE SOLUTION

Having turned to iTech for highly specialized consulting and technology talent needs frequently over the last decade, the Client once again sought out iTech’s expertise to support its mission-critical data warehousing endeavor. iTech rose to the challenge and helped build a world-class and sizeable development team of 20 IT specialists within 60 days, and continued to support the Client with staffing resources for the next three years. The iTech consulting team included the project’s overall manager, several business and systems analysts and a data warehouse developer to oversee data analytics.

iTech’s team worked with stakeholders from across the business and technology organizations to plan, refine, develop, test, launch and maintain the data warehousing solution. The team’s specific deliverables included:

- > Spearheading the definition, development and approval of the data warehousing project and its scope with stakeholders from across the business organization
- > Leading the GAP and cost/benefit analysis of the project and reporting findings
- > Developing and managing the overall project plan as well as communication and risk management plans

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- > Overseeing all staffing, hardware and software budgets related to the project
- > Designing the data warehouse, from the optimization of data access and batch loading to resource utilization
- > Designing and developing data warehouse process models, including loading, transformation and extraction (ETL)
- > Creating and implementing metadata processes and frameworks
- > Gathering and authoring of functional and technical specifications
- > Overseeing quality assurance and testing prior to launch
- > Managing the full solution launch, from technical implementation to communication with stakeholders and business leaders
- > Ongoing system maintenance and support

The Client's new data warehousing solution was launched in time to support their data warehousing venture.

THE RESULTS

The Client launched its groundbreaking data warehousing solution to the marketplace. The first of its kind, the warehouse has become central to every health solution or service the company builds and delivers. Aggregating data from health care systems, providers, insurers and professionals from around the globe, it has helped to make the Client the indisputable leader in health care analytics and insight. As a result of the quality data now analyzed through this data warehousing solution built by iTech consultants, the Client is able to deliver customizable, flexible and robust data that contributes to the impactful analysis of costs and quality drivers.

Most of iTech's consulting team, which supported the program from start to launch, continue to support the client in developing and planning IT innovations today. Several continue to work on the data warehouse, refining and optimizing its performance to ensure competitive advantage. Other iTech consultants are playing key roles in research and development as the company works to stay ahead of the competitive and complex health care marketplace.

Find Out How Well We Listen!

Call us today at **800.709.4740** to tell us about your next project's requirements or visit us at www.itechsolutions.com.

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iTech at a Glance

- > Founded in 1995 and headquartered in Connecticut
- > National supplier of IT talent
- > Services include: IT staffing, direct hire, contract-to-hire, consulting
- > Database of more than 250,000 pre-qualified candidates and growing
- > Access to outstanding talent for high-demand and hard-to-find positions
- > iTech clients range from small to Fortune 100 companies
- > iTech recruiters are technology professionals with 15 to 20 years of experience in Fortune 500 IT departments
- > A woman-owned enterprise and valued partner to corporations meeting diversity requirements



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