



Case Study: Public Health Care System

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Client Overview

The client is a public benefit corporation and one of the largest public hospital systems in the US with hospitals state-wide.

The Business Challenge

Prior to the UpsideContract implementation, the client did not have a centralized repository for their contracts. Their contract approval process was unique to each business unit and the client was experiencing issues due to a lack of timely notifications for major contract milestones. Compliance with the Health Insurance Portability and Accountability Act (HIPAA) was also an important requirement that needed to be addressed. Visibility and availability of information to key stakeholders was another fundamental business challenge that needed to be improved.

The Solution

Upside conducted several demos to key decision makers at the client site via web conferencing. These demos enabled a cohesive collaboration between the client and Upside staff to ensure the client was being supported in the best way possible. Trainers from the Upside team then travelled to the client site to provide user training. While there, Upside staff reviewed, toured and engaged local hosting providers to ensure the client was achieving a solution that suited their unique needs. As a result of Upside's involvement, the client was able to implement the solution with limited engagement of their IT staff.

UpsideContract was configured for the client to address all of their key business challenges. Legacy contracts were imported into the system and added to a central repository that was available to all business units. Visibility was greatly increased among key stakeholders thereby reducing duplication of efforts and streamlining the contract lifecycle. Each business unit was carefully considered and a unique approval workflow was created to specifically address their individual requirements. End of contract notifications were enabled to ensure major milestones and key dates would be known well in advance.

The Top Business Benefits

- A superior and industry leading CMS (Contract Management System) product that is fully supported.
- User-friendly application screens that streamline data capture and processing.
- Best-in-class contract management including reduced data-entry and duplication as well as fast, efficient and accurate reporting.
- Ability to provide instantaneous reports that offer a significant advantage in improving the organization's effectiveness on a real time basis.

Company Name

Public Health Care System

Industry Type

Medical / Health

Business Challenge

- Create a central repository for contracts.
- Provide a web-based & locally hosted solution.
- Generate flexible end-of-contract email notifications.
- Accommodate distinct approval processes for each business unit.
- Compliance with HIPAA regulations.

Strategy

- Implement UpsideContract.
- Import legacy contracts into the system & create a central repository.
- Provide remote demos & support via the web.
- Create unique workflows for each business unit.
- Configure pertinent end-of-contract email notifications.
- Provide a local hosting solution for UpsideContract's web-based application.

The Return on Investment

Significant savings will be made on the cycle time of contracts being created (estimates show a reduction of at least 30% from the current time taken). A central repository and unique approval workflows will allow the client a drastic reduction in effort by their various business units.

Accuracy and reporting of contract data will be improved as well. It is anticipated that UpsideContract will help the client reduce over 30% of their total contract cycle time and as there's increased usage and adoption, this percentage grows even more.

Interested in UpsideContract?

We'd love to hear from you.

For more details please contact your Upside representative at insidesales@upsidesoft.com

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