

CASE STUDY

ValueOps ConnectALL Assists Healthcare Organization to Accelerate Their Agile Transformation

Healthcare Organization

ABOUT THE CLIENT

The client is a leading healthcare organization specifically focused on pharmaceutical management solutions. The company has 3,300+ employees, and has established a name for themselves over the last couple of decades for their commitment to ensuring their customers get the medicine they need to feel better and live well.

ABOUT VALUEOPS CONNECTALL

ValueOps ConnectALL is a value stream management solution dedicated to helping customers achieve higher levels of agility, traceability, predictability and velocity. ValueOps ConnectALL's services and solutions help organizations to connect people, processes and technology across the software development and delivery value stream, enabling companies to align digital initiatives to business outcomes and improve the speed at which they deliver software.

ValueOps ConnectALL's value stream management solutions and services allow companies to see, measure and automate their software delivery value streams. ValueOps ConnectALL has been recognized as "Best in Show" in the Value Stream Management category of the 2020 and 2021 SD Times 100, is recognized by numerous third-party analyst firms as a key player in value stream management, and is profiled by the Silicon Review as one of the 30 fastest-growing tech companies in 2021.

Executive summary

An award-winning pharmacy management solutions company in the healthcare industry is constantly focused on providing advanced and streamlined health care services to their clients. This work is critical, as it enables their customers to predictably and affordably get the medicine they need to live happy, healthy lives.

To achieve this vision, they had major business goals to:

- Modernize their claims platform
- Grow their membership
- Enhance data reporting and analytics capabilities to enable better business decisions of the company, clients and members

They found themselves at the door of an agile transformation and had to find a way to align their business goals with their IT initiatives, needing to automate their systems in order to meet their lofty goals.

This required a comprehensive solution that would enable teams to work seamlessly together to deliver enhanced capabilities. A solution that would help their Agile teams perform more efficiently and productively by eliminating repetitive manual tasks. A solution that would get teams on the same page by connecting every key element in their software delivery value stream — which in turn optimizes their business value stream.

The company selected ValueOps ConnectALL as a partner to help enable their agile transformation journey. With ValueOps ConnectALL's Value Stream Management Platform, the company has evolved and accelerated their agile transformation over the years. After the initial step of bringing its Development and QA teams together, the relationship has expanded through the addition of other teams such as customer service and support. Working with ValueOps ConnectALL has helped this organization save hours of time per day, improved agility and predictability, and ultimately improved the rate at which they can deliver valuable software.

- Client teams using ValueOps ConnectALL eliminated 25 hours of waste per day
- Dev and QA teams are able to stay aligned during the clients' agile journey
- IT teams can focus on meeting business goals and delivery expectations
- Challenges
- Disparate systems are crippling agile thinking

The company was in a different place altogether several years ago and today we have evolved so much. ValueOps ConnectALL has been a bridge to help us in our Agile transformation journey. It enabled the development team and QA folks to stay connected as we evolved how we work together.



AGILE TRANSFORMATION
LEAD

When we began engaging with this company, they were faced with a hurdle in their agile journey: the company was beset by disparate systems. The QA teams used Micro Focus ALM/QC, while the development team was using Atlassian Jira Software. The Quality Engineers wanted to have complete traceability from test cases to requirements. However, while the development team was already beginning to think agile, the QA team was not there yet and needed to play catch up.

This struggle with disparate internal systems led to:

- Loss of time
- Decreased efficiency
- Higher costs
- Frustration and confusion
- Lack of collaboration and communication

Solution

Building an agile bridge between development, QA, and support teams with ValueOps ConnectALL

After using ValueOps ConnectALL's Value Stream Management Platform, this company discovered that ValueOps ConnectALL's was an excellent fit for solving their problem.

They found the platform as intuitive, easy to configure and easy to use, cost-effective. The platform administrators have found that ValueOps ConnectALL's UI flows well and is easy to navigate — especially with the configuration of application links.

As for the teams using the applications: ValueOps ConnectALL performs so well behind the scenes that they do not even think about it. At this point, ValueOps ConnectALL's VSMP is so ingrained in their processes that it has simply become a daily way of life.

Teams using ALM/QC and Jira:

- have 74 application links connected and are continuing to expand with more configurations
- can easily copy app links and sync information based off an assignment group
- now have complete bi-directional visibility into test plans and defect statuses

Teams using ServiceNow and Jira:

- have 12 application links connected
- easily find updates and statuses of incidents and customer requests, as it synchronizes between systems
- know where to look for information, especially people on call rotation
- are enabled to make faster decisions with synchronized systems and improved process flow

The company has also found working with ValueOps ConnectALL's support team a pleasant experience, finding them to be an extremely helpful partner over the years as they worked with the ValueOps ConnectALL team to help solve critical issues in their own systems.

One of the major impacts of using ValueOps ConnectALL has been saving an exorbitant amount of time.



By implementing ValueOps ConnectALL as their solution, this company now has their data flowing smoothly and synchronized consistently in real time. These teams are now able to work more efficiently, manage their tests better, resolve issues faster, detect bugs / defects quicker, and decrease the time it takes to deliver value to the organization.

Results

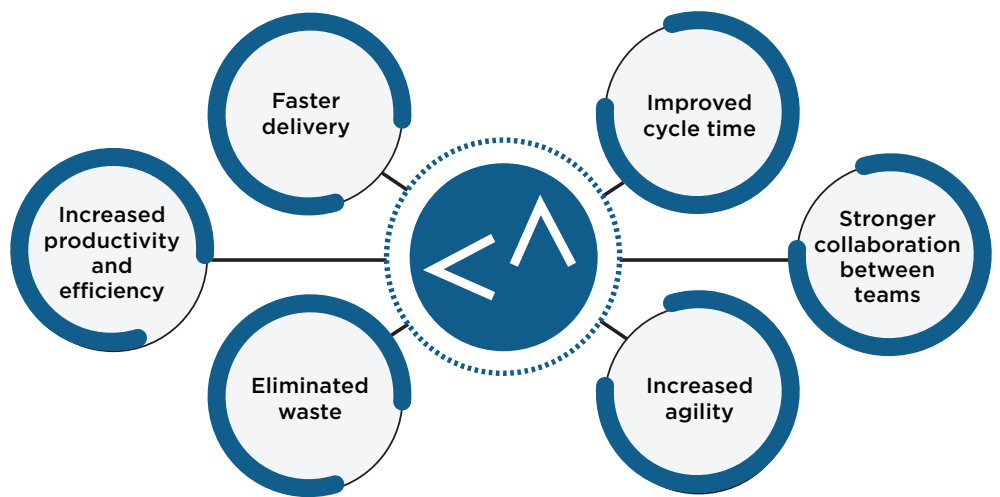
ValueOps ConnectALL saves IT teams' 25 hours a day through improved process efficiency and productivity

One of the major impacts of using ValueOps ConnectALL has been saving an exorbitant amount of time. Through using ValueOps ConnectALL's VSMP, teams have been able to work efficiently, communicate updates automatically, and collaborate better than ever before. This not only removes the barriers between disparate systems but eliminates a large amount of manual work.

This organization estimates that teams using ServiceNow and Jira Software have saved 10 mins per incident. Considering that they process on average 150 requests/day, that leads to an estimated time savings of up to 25 hours every day.

Without disrupting the teams' daily work, implementing ValueOps ConnectALL has freed up the time equivalent of two full time employees every day, enabling these teams to take the focus off manual synchronization and instead spend their time on valuable, fulfilling work. They have been able to eliminate manual work completely and nobody is complaining.

As the company continues to drive its Agile transformation forward, creating value for the organization continues to be at the forefront of their efforts. This requires the faster development cycles, improved product quality, and enhanced collaboration that only a value stream management platform can provide. Using ValueOps ConnectALL has been a bridge that continues to help this organization move forward in its agile transformation journey.



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Future Roadmap

Continued relationship with ValueOps ConnectALL through times of Covid to deliver better healthcare

As this company evaluates its longstanding relationship with ValueOps ConnectALL, they are continuing to evaluate additional ways that they can leverage the VSMP in their digital transformation journey. They are considering how to best expand use of the platform to other teams, and plan on increasing the unique app links created with ValueOps ConnectALL.

The company is also evaluating opportunities to utilize ValueOps ConnectALL's Insights Analytics common data model and metrics dashboards to expand how they are performing against their goals and what they can improve to increase the value created for its customers.

With the COVID-19 pandemic forcing digital transformation, elevating the role of IT, and making the delivery of effective health care pivotal, ValueOps ConnectALL and this organization are both excited to continue working together to help make the world a happier, healthier place.

Questions?

We're here to help. If you want more information about ValueOps ConnectALL, contact us.

Contact Us

Want to do this yourself?

Get in touch with us and let us know your specific requirements, and our team will work with you to schedule a customized product demo.

Request A Demo

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