



Masonic Health Systems
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Charlton, Massachusetts
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“Info-Tech Research Group has been extremely valuable. Our advisory calls with Info-Tech industry experts proved critical to the success of our negotiations with outsourcing vendors.”

Greg Abrams, VP IT
Masonic Health System
Charlton, Massachusetts

Client Case Study

Masonic Health Systems leveraged Info-Tech Research Group’s services in order to negotiate 20% reductions in help-desk outsourcing contracts.

Company: For over a 100 years, Masonic Health System (MHS) has been bringing a better quality of life to generations of people. The organization operates a series of rehabilitation centers, three retirement homes, and eight hospice services.

Industry: Healthcare

Region: Charlton, Massachusetts, U.S.A

Company Size: 900 employees

Technology Profile: The software ecosystem of MHS is quite varied, but the databases are predominantly SQL. Core applications are Microsoft based, with a few Linux applications. In total, the department runs approximately 40 different applications. Currently, MHS is in process of moving their application deployment system from vWorkspace to Citrix.

Business Situation: The IT department handles approximately 50 client facing help desk calls daily, supports 900 company staff, assists 400 residents, operates 720 events annually, and provides twenty-four seven coverage for the therapists and hospice units. Since the IT Department has only 13 staff, the tasks have become extremely taxing on the Department.

Challenge: The IT Department decided to outsource appropriate services, as well as hosting of selective applications to alleviate the pressures of day-to-day activities. In order to do this efficiently, they needed to decide what to outsource, shortlist vendors, and negotiate contracts.

Solution: Analysts at Info-Tech helped the IT Department identify that the “*first call on help desk*” would yield the most value if outsourced, and selected the ideal applications to be hosted externally. Info-Tech helped MHS identify criteria for selecting vendors, and helped them negotiate a deal 20% lower than the price originally quoted by vendors.



Case Study:



Executive Bio



Leslie Dwight is CIO of Masonic Health System. She has 25+ years of experience in software product development in the fields of aging, education, finance, music, entertainment, and security. Ms. Dwight chairs the Deerfield, MA Ad Hoc Committee on Senior Housing, as well as being an advisor to the Franklin County Regional Housing Redevelopment Authority and Rural Development, Incorporated.

“Our mission is to move to an organization that empowers elders to live independently wherever they live. They might live in one of our communities, or in their homes. You can only achieve that with technology.”

Leslie Dwight, CIO
Masonic Health System
Charlton, Massachusetts

Business Situation

An understaffed and overworked IT Department.

Within the last two years, the number of facilities have tripled, and the number of mobile staff have jumped from 5 to 500. In addition, MHS has plans for further expansion in the very near future. The IT Department takes care of all pieces of technology in the department and handles 24/7 help desk calls. The 13 IT staff are overwhelmed, which has resulted in a high staff turnover.

Challenge

Identifying solutions which will help the IT Department do more with less.

The IT Department had to alleviate the stress on the IT Department without hiring on new staff. They decided to outsource a few of their services, and externally host a few of their application. But they were unsure what should be outsourced to attain maximum value, the different dimensions for vendor evaluation, as well as how much should they pay for the vendor’s services.



“I am here to act as a ‘first responder’ for all client queries and needs. My role is not to satisfy the client, it is to amaze them.”

David Chipp-Smith, Account Manager
Info-Tech Research Group

Case Study:



Info-Tech Research Group



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Solution

Info-Tech contract review, and advisory calls with industry experts.

The IT Department consulted with Info-Tech Analysts who helped MHS identify their key pain points. Info-Tech Analysts advised MHS to include first call on help desk into their outsourcing contracts, because this would yield most value to MHS. After vendors were shortlisted and contracts drawn up, MHS handed off the contracts to Info-Tech Analysts. They tore the contract apart, compared them to industry standards, and discovered that their vendors were tier three providers proposing tier one prices.

Results

Optimal outsourcing strategy, better contracts, and 20% reduction in prices.

Info-Tech advised MHS that the vendor would not be able to provide them with tier one hosting services they required, but would satisfy their out-sourcing requirements. Backed by facts provided by Info-Tech, MHS easily re-designed the contract to better suit their needs. They selected a new vendor for hosting services and stayed with the current vendor for outsourcing. In addition, the contract review led to an immediate 20% reduction in proposed prices for all contracts.

Critical Insights

Seek help when talking to your vendors.

Almost all contracts have room for negotiation. In order to negotiate a better deal and attain more value, a business should identify exactly what they need and do not need from their vendor. It always helps to have an experienced partner who has successfully negotiated prior deals.