

# Implementation Services

Casenet's experience and structured implementation process, coupled with our record of on-time, on-budget, and high client satisfaction, ensure a smooth and predictable delivery for you.

Our "implement and evolve" philosophy establishes a foundation for prioritizing the most critical requirements in alignment with timeline constraints. Coupled with a high-touch approach and iterative delivery model, we stay very close to you throughout implementation and incrementally deliver demonstrable features while championing adoption of this new technology across all of your stakeholders.

Casenet's Implementation Services comprises three complimentary disciplines:

- program management
- business consulting
- technical consulting

In each, our team members possess more than a decade of experience implementing Casenet products at health plans of varying sizes and complexion. The result? 94% of Casenet's implementations are on-time and on-budget with a high degree of customer satisfaction.



There were no surprises in our implementation of Casenet's products. Their intensive get-to-know-you process created immense trust across our teams, which felt integrated, working toward the same goal of an on-time and on-budget go live. Casenet anticipated our challenges and led the charge in addressing them.



# 94%

Casenet's implementations are on-time and on-budget.

Partnership: We work to understand your health plan's unique strategic initiatives, operational drivers, and clinical goals to create a tailored implementation that addresses your comprehensive care management objectives.

## Challenges Addressed

### Finding Solutions.

... Our rigorous and collaborative discovery phase gives us deep insight into your business directives by shedding light on operational challenges and workflow improvement opportunities. We use what we learn to recommend the implementation services that deliver the greatest value-add.

### Staying on Budget.

... We define success differently than most other care management technology companies. Ours is measured by on-time, on-budget implementations and client independence, not on hours billed. That's why we partner with you up front – before implementation begins – to make sure we are aligned on deliverables, cost, timeline, and the engagement model.

### Allocating Time & Resources.

... We allocate time and resources to ensure your implementation delivers on the promise of our 'Best in KLAS' care management platform. Our high-touch approach makes our implementation team an extension of yours.

## Casenet Implementation Services

Services are available pre, during and post go-live of the software.

### Program Management

- Strategic Planning
- Resource Planning
- Project Planning
- Budget Management
- Project Communications
- Risk Management
- Change Management

### Business Consulting

- Business Process Design
- Operational Assessment
- Workflow Analysis
- Configuration Training, Support and Optimization
- Legacy Data Conversion
- Testing Support
- Implementation Best Practice Training
- Compliance Reporting Support
- Clinical Consulting
- TruCare Usage Assessment
- Business Impact Evaluation
- Audit Preparation Support
- New Markets Readiness Review Support
- Pre-Upgrade Analysis
- Post-Upgrade Optimization

### Technical Consulting

- Implementation Infrastructure Design, Scoping and Specification
- Infrastructure Architecture Design
- Casenet-Hosted Hardware Orchestration Support
- Product Installation and Upgrades Support
- Configuration Migration
- Data Feed Implementation Support
- API Implementation Support
- 3rd Party Application Integrations Support
- Technical Security Implementation
- Performance Monitoring & Tuning
- Legacy Data Conversion Support
- General Technical Consulting
- Interoperability Assessment and Optimization
- Infrastructure Assessment and Optimization
- Scalability and Performance Assessment

Contact your Casenet representative for additional information.