

SUCCESS STORY

Vizient Deploys Modern Platform to Support Aggressive Growth with Mavenlink



THE VIZIENT STORY

Creating One of the Largest Healthcare Services Firms in the Nation

Vizient, Inc. is the largest member-owned healthcare company in the country, dedicated to serving members and customers through innovative data-driven solutions, expertise and collaborative opportunities that lead to improved patient outcomes and lower costs. Vizient's diverse membership and customer base includes academic medical centers, pediatric facilities, community hospitals, integrated health delivery networks and non-acute healthcare providers, and combined, this represents almost \$100 billion in annual purchasing volume. Vizient's Advisory Solutions consulting arm was ranked by Modern Healthcare in 2016 as the 7th largest healthcare consulting firm.

A powerhouse today, Vizient is a relatively new brand formed after the merger of some of the industry's most trusted leaders, including VHA, University HealthSystem Consortium, Novation, and MedAssets Spend and Clinical Resource Management Segment, including Sg2. While the mergers have created more value for their members, it was an operational challenge to bring together different cultures of people, with different ways of doing things and different delivery models.

INDUSTRY

Consulting

COMPANY

Vizient, Inc.

SIZE

1,001-5,000 Employees

WHAT MAVENLINK REPLACED

Workfront, Lawson, Microsoft Dynamics, Sharepoint, Spreadsheets, Home-grown tools

BENEFITS

- Improved Business Visibility and Control
- Simplified Systems Footprint from 5 to 1
- Increased Accuracy of Forecasting and Reporting

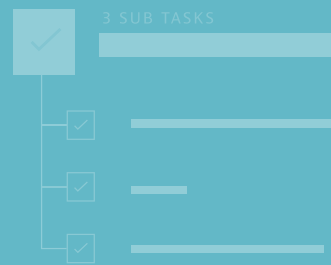
\$15,345.00	ADP	05%
\$7,500.00	DSU	13%
\$40,000.00	WEI	10%
\$12,000.00	SNU	15%
\$22,5000.00	POL	08%
\$12,000.00	JAL	13%
\$22,5000.00	ASH	11%

FAVORITE MAVENLINK FEATURE

Custom Fields

“The ability to create custom fields has been the most valuable part of Mavenlink. Having all of our data in one tool and then having the ability to do our own custom reporting is vitally important. We can build whatever we want to help us get the most important information that will drive value for our business and our members. The insights we have now would have been impossible to get from our prior systems.”

— Grant Anderson, Director, Consulting Operations, Vizient



THE CHALLENGE

Introducing a Holistic Process to a Siloed Organization

After the merger, Vizient was faced with the challenge of unifying a number of once-independent businesses and groups. Everyone was using different tools, including Sharepoint, Workfront, and Lawson. Fragmentation was an immediate issue. It was nearly impossible to create reports or analyze project success, and as data passed between systems it often became unreliable. “Before Mavenlink, we operated in five different applications, and none of them spoke to each other,” said Grant Anderson, Director of Consulting at Vizient. “Any reporting, any analysis...we were the medium by which these systems communicated. It all required manual Excel dumps.”

Vizient also knew there was a huge opportunity to leverage the collective knowledge of the firm, however, resources and project details were spread across these disparate systems. Chris Fehring, Director of Consulting at Vizient added, “We looked at all the systems we were using, and none of us were comfortable we could manage our business effectively with the current set of tools. Once the decision was made to find a new solution, we were under some pretty tight deadlines to move teams off old systems because we were spending a lot of extra money.”

FROM THE SOURCE

“Before we chose Mavenlink, we operated in five different applications, and none of them spoke to each other. Any reporting, any analysis...we were the medium by which these systems communicated. It all required manual Excel dumps.”

– Grant Anderson, Director, Consulting Operations, Vizient

“ Our goal is to drive members savings. We’re successful if they’re successful. Being able to quantify this is incredibly important to demonstrate our value. It’s also how we get paid. Having a tool to centralize and manage all this information was not an option but a requirement. ”

— TONY ROMANO, VP OF CONSULTING OPERATIONS, VIZIENT



THE SWITCH TO MAVENLINK

The Need For One Standard System

Vizient began hunting for a single solution that would get everyone on the same page. They debated custom development, but ultimately found that the reporting and resource management features in Mavenlink were exactly what they needed.

Unique Reporting Needs

Vizient needed to find a solution that could accurately track member savings. Today they utilize Mavenlink’s custom fields to track if their consultants are on target to hit these savings. “Our goal is to drive members savings,” said Tony. “We’re successful if they’re successful. Being able to quantify this is incredibly important to demonstrate our value. It’s also how we get paid. Having a tool to centralize and manage all this information was not an option but a requirement.”

Resource Management

As a consulting firm, having the wrong resources on projects is a burden to Vizient’s bottom line. Chris Fehring states, “Knowing where people are working, and where they will be working in the future, is essential. Now we can see this all through Mavenlink. We are actually forecasting resources based on data instead of just intuition.”

Real-Time Reporting At Scale

Before the switch, Vizient was unable to do any operational reporting. With Mavenlink, they have a single source of truth. Everyone and all the relevant data is in one system, and everyone is using that data as a common language to make decisions.

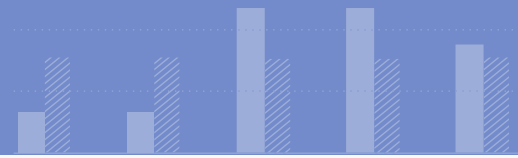
FROM THE SOURCE

“Knowing where people are working, and where they will be working in the future, is essential. We can see this all through Mavenlink. We are actually forecasting resources based on data instead of just intuition.”

– Chris Fehring, Director of Consulting Operations, Vizient



“Mavenlink Insights gives us the ability to do reporting that we could never get before.”



The Results

Improved Data Quality and Reliable Reporting

“Mavenlink Insights gives us the ability to do reporting that we could never get before,” said Grant Anderson. “Our manual reporting was 50–60% reliable at best. Now we are at a point where we can rely on and trust the data.”

Newfound Resource Visibility Improves Profitability

Rather than reacting to resource management conflicts, Vizient is able to see exactly what resources are available to proactively forecast for future projects. This increases profitability and project success. Grant explains how Vizient has the visibility to see “where our team has been, what they have worked on in terms of hours, and what has been scheduled. This is an important tool to determine future resource needs to meet the demands of our customers.”

Confidence in the Future

Vizient is confident looking towards the future using Mavenlink. Grant stated, “Now that we have everything in the same system, over time, as we start to build really great data, we can track the various initiatives we work on and we can decide which ones we’re good at, which one’s save our members the most money. We are confident in how we are moving forward.”

