Case Study

Premier Inc.

ITS Cost Management - Agile Delivery Services Program

Premier Inc. is a healthcare improvement company uniting an alliance of approximately 3,900 U.S. hospitals and health systems and approximately 150,000 other providers and organizations. As an industry leader, Premier has created one of the most comprehensive databases of actionable data, clinical best practices and efficiency improvement strategies. Their award-winning and revolutionary technologies enable their members to collaborate more easily and efficiently.

CHALLENGE:

Premier's ITS Cost Management organization develops and supports Labor Operations, Supply Chain and Group Purchasing applications for their end clients as well as ERP integration and support for multiple internal business platforms. They needed to grow their Agile development teams to accelerate their Product Development cycles, but traditional staffing models could not effectively support their needs. Managing the resulting scale put a tremendous strain on their leadership teams. Additionally, Premier Product Managers responsible for development team performance needed help structuring, organizing, and optimizing resources within their Agile framework. Previously, their only alternative was to utilize their current strategic consulting firm, placing internal cost constraints on tactical execution work to build and enhance their applications.

SOLUTION:

ettain group Co-Managed Service: Agile Delivery

ettain group's Managed Services, through capabilities and experience in building and co-managing high performing Agile teams, engaged key Premier sponsors to scope multiple Agile Development teams tailored to individual product roadmaps within the ITS Cost Management portfolio. ettain group took ownership of resource identification, vetting, and selection of key skill sets including technology leadership, Agile team leadership, development, and quality assurance. In addition, ettain group provided a Service Delivery Lead to directly support the individual Premier Product Managers within ITS for team oversight, ongoing Agile team optimization, and reinforcement of Premier's Agile culture and structure.

RESULTS:

- Delivered flexible, scalable, service delivery based solution to accelerate Product Development efforts

- Premier achieved a 25% cost savings compared to their previous consulting partner while also offering the flexibility to convert key project resources in line with FTE budget

- 11 Agile Delivery teams were built totaling over 50 team members including Technology and Development Leads, Scrum Masters, Product Owners, Full Stack Developers and Quality Engineers covering multiple product development roadmaps