



Navigating Change: Strategic Adaptability and Collaborative Impact

CUSTOMER SUCCESS STORY

THE CLIENT'S NEEDS

Our client, a home and community health care service provider based in New York City, was looking to implement Edifecs's Encounter Management Solution to streamline their end-to-end state and federal encounter management process. Despite having access to an internal enterprise project management office (ePMO), the situation required a more dedicated, hands-on project management and implementation support system, capable of navigating the complexities of the client's requirements and facilitating an efficient, effective integration of the Edifecs solution.

CHALLENGES

The client faced challenges that required a partner with specialized skills.

Faced with mounting complexities and persistent implementation challenges, the client acknowledged the need for additional support. Mid-project, it became evident that the project's objectives, scope, and methodology needed to be reevaluated and realigned to achieve successful project closure. The call for enhanced project management and implementation support was heard, and Impresiv Health was introduced into the equation by one of the client's internal executives.

SERVICES

Our main goal was to ensure the successful implementation of the Edifecs solution, accomplishing a level of stability robust enough to satisfy the business's operational needs. Our team dove in headfirst, taking the reins of the project and steering it towards a path that would ultimately lead to a successful deployment.



**Customized
Implementation**



**Seamless Staff
Augmentation**



**Collaborative
Resource
Development**

"The implementation of the Edifecs platform by Impresiv was a game-changer for us. Their hands-on approach ensured a seamless integration with our operational environment. They didn't just provide a solution, they became a part of our team, understanding our unique needs, and aligning the technology perfectly with our business objectives. The sustained utilization and efficacy of this platform is a testament to their dedication and expertise."

-Home and Community
Healthcare Service Provider in
New York City

AT A GLANCE

Industry

- Home and community health
- Large member reach

Challenges

- New technology implementation
- Insufficient internal resources

Results

- Seamless platform deployment and systems integration
- Increased team adoption and productivity





CUSTOMER SUCCESS STORY

SOLUTIONS

We immediately initiated work with the project team, thoroughly reviewing the existing business requirements to begin shaping the tool in alignment with these specifications. However, it soon became clear that these initial requirements had not fully captured the extensive array of functionalities desired, derailing the project's scope and timeline. As a dedicated partner, committed to the client's best interests, we took a strategic pause in production. We presented new recommendations encompassing scope, schedule, resources, and development methodology, which were tailored to more closely align the project with the organizational objectives. The newly proposed plan marked a pivotal point in the project's trajectory, paving the way towards a more focused, agile, and ultimately successful progression.

With the addition of expert implementation resources, our team executed a seamless transition. We worked alongside their staff to write new policies, procedures, and desktop job aids, all aimed at ensuring the ongoing use and effectiveness of their new technology platform. We successfully facilitated the adoption of the new system and aligned it with the business's overall objectives and operational needs.

RESULTS

1

Seamless Implementation

The Edifecs platform was successfully implemented, achieving all the desired complex functionality and integrations.

2

Successful Internal Deployment

We ensured that the implementation of the Edifecs platform effectively integrated their operational and business needs, resulting in a successful adoption and sustained utilization of the new technology platform.

3

Increased Internal Productivity

Through our collaborative efforts with the client's staff, we developed new policies, procedures, and desktop job aids, thereby ensuring the continued efficacy and utilization of their newly implemented technology platform.

"Impresiv has delivered above and beyond our expectations with the Edifecs platform. They were comprehensive in their approach, ensuring the technology was not just functional but also tailored to our specific needs. Their dedication, professionalism, and in-depth knowledge have revolutionized our operations and the results are there for all to see. This is a clear indication of the quality of work they deliver."

-Home and Community Healthcare Service Provider in New York City

ADDED VALUE



Supporting Your Vision

Our partnership approach goes beyond standard client-provider relationships. We pride ourselves on our ability to adapt and evolve with our clients, ensuring that we align our strategies with their unique objectives. Committed to collaboration, we deliver solutions tailored specifically to each client, fostering an environment of continuous improvement and innovation. Our adaptable and client-centric approach is what sets Impresiv apart, reaffirming our commitment to exceptional service and mutual growth.

Consulting. Staffing. Technology.
THAT'S IMPRESIV.

