

CASE STUDY



BUILD AN AGGREGATE TOP-DOWN VIEW INTO CHRISTUS HEALTH'S IT INVESTMENT.

Key Highlights

Challenge:

- Build an aggregate top-down view into the IT investment.

Solution:

- Innotas' IT Governance and Project Portfolio Management (PPM) solution in the cloud.

Results:

- Have the ability to view the entire IT resources and investment picture.

Company Facts

Industry:

- Health Care

Size:

- 350 service and facilities including more than 50 hospitals and long-term care facilities, 175 clinics and outpatient centers, and dozens of other health ministries and ventures.
- Ranked among the top 10 Catholic health systems in the United States by size.

Headquarters:

- Irving, Texas

At CHRISTUS Health there is no east or west, but plenty of care nonetheless. The Catholic health care system operates more than 50 hospitals, including general hospitals and long-term acute care facilities. The majority of its operations are in Louisiana and Texas, but the not-for-profit organization also has facilities in Arkansas, Georgia, Missouri, New Mexico, and Utah, and in several states in Mexico. In addition to its acute care facilities, CHRISTUS Health runs outpatient centers, medical groups, home health and hospice agencies, and senior living facilities. Specialized services include oncology, pediatrics, rehabilitation, and women's and children's health care.

Challenge: Lack of visibility into IT investments and projects

- Outgrew homegrown system and needed to increase contributions of their PMO to align with the business.
- Create an aggregate top-down view into the IT investment and project portfolio.
- Publish dashboards and project health metrics.
- Address demand management and prioritization challenges.
- Advance and refine business processes for IT Governance and Project Management.

Solution: Innotas PPM for improved IT metrics reporting

Innotas IT Governance and Project Portfolio Management (PPM) solution in the Cloud.

- Discussed options with Gartner research analysts and narrowed the choices down to three vendors.
- The Innotas Cloud offering for PPM/APM was selected for its ease of use and superior customer service.
- Leveraged Innotas to publish external high-level project health metrics.
- Innotas automated workflow functionality supports the streamlining of processes and approvals.

“Innotas unique service delivery and support model has been and continues to be outstanding.”

*- Lee Blue
Senior Project Manager, Portfolio & Project Management*

Results: Greater IT transparency at lower costs

- Now have the ability to view the complete resource landscape and proactively address capacity shortages by augmenting staff or outsourcing.
- Over 350 users are actively using Innotas to manage CHRISTUS Health’s integrated health system which incorporates over 50 hospitals across a multi-state geography.
- Increase in general satisfaction of project team members and project managers.
- Solid foundation for improved governance.
- Retired a heavier and more costly, on-premise solution.

About Innotas: Innotas provides a ground-breaking on-demand IT Governance solution—an easy-to-use, rapid-to-deploy and cost-effective way to manage resources and budgets across an IT department’s entire inventory of projects, portfolios, applications, assets and service requests. With its strong foundation in Project Portfolio Management and Application Portfolio Management, Innotas provides CIOs and IT management with visibility across both strategic initiatives and sustaining operations for improved decision making across the entire IT portfolio.

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