Our customer, a leading healthcare technology services company based in the U.S. providing cost containment services. They also assist to prevent improper payments and recover erroneous payments

**Business Challenges**

Over the years, due to growth and acquisitions in their portfolio – the customer’s IT portfolio had evolved into a complex mix of applications on disparate technologies and versions. This made optimizing service costs inconvenient, gradually challenging demands of business transformation.

As existing application portfolio of the customer was complex and unstructured, it impacted various aspects of business such as – customer onboarding, service time-around and operational efficiency.

Lack of a cohesive platform had led to business processes being redundant and various functional features overlapping across many applications.

The domino effect of complex systems & overlapping processes was causing revenue leakages, increased operation costs invariably affecting Infrastructure maintenance with higher total cost of ownership (TCO).

**Assessment on Rationalization**

EVRY conducted an independent assessment of the customer's entire portfolio from the perspective of Business, Applications, Technology, Infrastructure and Operations. Along with the customer stakeholders and with a focus on building an organization wide application inventory we, at EVRY, conducted business and technical workshops to identify gaps, define business capability mapping and design simplification streams and approaches.

Based on the analysis conducted, EVRY designed an Enterprise Reference Architecture and Application Portfolio Roadmap Blueprint. Along with the blueprint a simplification roadmap was also presented for optimizing application portfolio in a cost-efficient way thereby improving business agility, platform stability and resource.

**FAST FACTS**

- Identified core applications running on more than 18 platforms
- Proposed revised product and application roadmaps
Key aspects of recommendations provided for consideration included:

- Technology blueprint to support Future State demands & portfolio simplification
- Application & Business process consolidation model
- Sunsetting plans for better maintenance and manageability
- Governance Mechanism for effective Change Management process
- Infrastructure consolidation (including Hardware and Software) for reducing overall licensing cost
- Application reuse charter to enhance collaboration across functional departments
- Automation of process for reducing operational overheads and increasing productivity

Forecasted Business Benefits

- Shorter time to onboard customers
- Quicker time for revenue realization
- Savings & revenue inflow over the years – significant savings in IT Operational costs
- Limited number of applications to manage — reduction in the application inventory
- Help customer stay ahead of the competition

MORE FAST FACTS

- Increased cloud adoption
- Operational Cost Savings

EFFECTIVE COLLABORATION
Simplified and unified platforms

CONTINUOUS INNOVATION
Business process model