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Post-merger Integration Services Help a Healthcare Provider Streamline Operations

CASE STUDY

Customer: A national post-acute healthcare provider

Size: 10,000+

Location: Dallas, Texas

Industry: Healthcare

Profile: The healthcare client provides patient-centric care to local communities.

Services: Post-merger Integration Support

Business Need

With 22,000 qualified professionals in over 190 offices, the healthcare client thrives on providing patient-centric care and a warm and personalized experience within local communities. With advanced technologies, proprietary programs and extensive training, the client – touted to be one of the fastest-growing healthcare companies in the country - improves quality of living for over 90,000 patients each year.

To expand operations and attain more growth, the client acquired the subsidiary of a large healthcare company. However, the post-merger integration presented a significant challenge: decoupling the company from the existing parent company and integrating it to the organization was difficult from a business process and systems perspective.

Under the terms of the acquisition, the client was required to complete the integration and migration of all IT-related systems within 12 weeks or face significant penalties from the parent company.

Since client lacked staff with the right skills and since the actual cut-over of systems integration had to be completed within a specified time-frame, it reached out to Synoptek to streamline post-merger integration.

Solution and Approach

To meet the client's post-merger integration requirement, Synoptek carried out the project in a phased manner. The project involved:

- Integrating the network as well as data from emails and Active Directory
- Building out infrastructure to support multiple new back-office systems
- Integrating financial systems to get the newly acquired division set up in the client's financial system
- Integrating PCS of the acquired company into the client's end-point management solution
- Rehosting Windows Server on Azure

Synoptek built a robust planning schedule and completed a number of test integrations to validate all methodologies. It also constantly worked with the client to tackle and resolve issues.

Business Results

> *Acquiring a new company, although beneficial, also brings its own set of challenges – which when not looked into immediately, can result in a series of problems later on. Synoptek met all of the client's consolidation and integration needs quickly, which made it extremely easy for the client to resume operations post-merger.*

Synoptek's support services not only eased technology integration but also helped the client integrate culturally and business-process wise.

About Synoptek

Synoptek is a global systems integrator and managed IT services provider, offering comprehensive IT management and consultancy services to organizations worldwide. The company works in partnership with clients of all sizes – from mid-market to Fortune 100, and for over two decades, its focus has been to provide maximum business value to its clients, by enabling them to grow their businesses, manage risk and compliance, and increase their competitive position. Synoptek is committed to delivering improved business results and unmatched service to every client, every time.

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