



Case Capsules

**Covering Technology Manufacturers, Healthcare
Payers, and Technology Solution Providers**



CASE CAPSULE 1

Client: Semiconductor Design Innovator

Project Type: Legacy system replacement

Technologies: SAP, Microsoft CRM, Axonom Powertrak, Microsoft Excel

Challenge: The Sales system no longer could create new quotes. In order to create new quotes, and to create them with greater security and increased ease of use, a new system was developed.

How Seilevel helped: The new system development was over budget and late when Seilevel was brought in. By cutting scope, managing requirements, and managing the release, a reliable, working system was deployed.

Outcome for the Client: Sales was back in (efficient) business, able to generate new quotes smoothly.

Keywords: Semiconductor, Legacy, SAP, Microsoft, CRM, Sales, Excel, Powertrak, Quotes

CASE CAPSULE 2

Client: Semiconductor Design Innovator

Project Type: Portal development

Technologies: Microsoft Sharepoint

Challenge: Rescue a project from scope creep and “gold plating;” define requirements for successful marketing and channel/partner use

How Seilevel helped: Seilevel began to define requirements when the client decided to finish the requirements work themselves. As scope creep and “gold plating” pushed the project behind schedule and over budget, Seilevel was brought back in to rescue, re-scope, and manage.

Outcome for the Client: The project is now back on track.

Keywords: Semiconductor, Portal, Sharepoint, Microsoft, “scope creep”, “gold plating”, budget

CASE CAPSULE 3

Client: Health Insurance Payer (HMO)

Project Type: Compliance—HIPAA 5010 and ICD-10

Technologies involved: Legacy and newer systems, including Amisys and HealthEdge HealthRules

Challenge: There is some risk of fines and sanctions due to existing software not being ICD-10 compliant (October 1, 2013) or Version 5010 compliant (January 1, 2012). In addition, the current software is expensive to maintain and is no longer supported.

How Seilevel helped: Seilevel created requirements for 16 departments as part of the Phase 1 release to meet HIPAA 5010 standards. Seilevel also built out a requirements methodology for use in the remainder of the 3-year project, and trained five business analysts in that requirements methodology.

Outcome: The project is ongoing, but the client is very happy with progress to date.

Keywords: Healthcare, Payer, Payor, Legacy, Amisys, HealthEdge, HealthRules, HIPAA, 5010, ICD-10, Compliance, Training

CASE CAPSULE 4

Client: Health Insurance Payer (HMO)

Project Type: Portal development and legacy systems replacement

Technologies involved: TPABenefits and HealthEdge HealthRules

Problem: There is some risk of fines and sanctions due to existing software not being ICD-10 compliant (October 1, 2013) or Version 5010 compliant (January 1, 2012). In addition, the current software is expensive to maintain and is no longer supported.

How Seilevel helped: Seilevel created requirements for 16 departments as part of the Phase 1 release to meet HIPAA 5010 standards, and built out a requirements methodology for use in the remainder of the 3-year project. In addition, Seilevel trained five business analysts in that requirements methodology.

Outcome: In progress, and early reports from the client are positive.

Keywords: Healthcare, Payer, Payor, Portal, Legacy, Amisys, HealthEdge, HealthRules, HIPAA, 5010, ICD-10, Compliance, Training

CASE CAPSULE 5

Client: Technology Solution Provider (Hardware and Software)

Project Type: Legacy systems replacement

Technologies involved: Legacy mainframe, Oracle ERP, Web UI built with standard off-the-shelf Microsoft technology

Problem: The client's legacy systems were inflexible, couldn't be adapted to changing (and global) business needs, and were expensive to maintain. These systems also were a SOX compliance risk.

How Seilevel helped: By identifying gaps in current applications with global front office processes, Seilevel:

- Prioritized for staggered deployment
- Ensured no loss of productivity by defining features needed upon deployment
- Managed all of the Tax, Legal and Compliance (TLC) features for targeted global regions

Outcome: To date, an additional margin of approximately \$10 Million per year, plus projected multi-million dollar savings in license and support costs.

Keywords: Hardware, Software, Legacy, Global, Compliance, SOX, Sarbanes Oxley, Oracle, ERP, LATAM

CASE CAPSULE 6

Client: Technology Solution Provider (Hardware and Software)

Project Type: Legacy systems replacement

Technologies involved: Legacy mainframe, Oracle ERP, Web UI built with standard off-the-shelf Microsoft technology

Problem: The client's legacy systems were inflexible, couldn't be adapted to changing (and global) business needs, and were expensive to maintain. These systems also were a SOX compliance risk.

How Seilevel helped: By identifying gaps in current applications with global front office processes, Seilevel:

- Prioritized for staggered deployment
- Ensured no loss of productivity by defining features needed upon deployment
- Managed all of the Tax, Legal and Compliance (TLC) features for targeted global regions

Outcome: To date, an additional margin of approximately \$10 Million per year, plus projected multi-million dollar savings in license and support costs.

Keywords: Hardware, Software, Legacy, Global, Compliance, SOX, Sarbanes Oxley, Oracle, ERP, LATAM

CASE CAPSULE 7

Client: Technology Solution Provider (Hardware and Software)

Project Type: Unified sales platform and order creation system to replace multiple legacy applications

Technologies involved: Multiple, disparate legacy applications; new custom sales order creation platform

Problem: The client's rapid global expansion meant poorly integrated legacy systems created significant and costly operational inefficiencies; developing a new platform, however, posed adoption risks.

How Seilevel helped: By working closely with the business users, and particularly with the "internal clients" on the sales teams, Seilevel identified and prioritized features that would ensure user adoption of the new platform, enabling the client to retire legacy systems.

Outcome: New platform adoption rate reached 100% in five months; in the first four months, order volume placed through the new system grew more than six-fold. This resulted in an estimated additional margin of more than \$9 million.

Keywords: Hardware, Software, Legacy, Global, Sales, Platform, Adoption

Other Seilevel clients of interest

