

Reimagine technology to accelerate your business



Quest Diagnostics



Efficient resourcing model supports organizational focus on innovation

Quest Diagnostics is the world's leading provider of diagnostic testing, information and services that patients and doctors need to make better healthcare decisions. Their services range from routine blood tests — such as total cholesterol, Pap testing and white blood cell count — to complex, gene-based and molecular testing. The company is driven to discover and deliver diagnostic insights and innovations that help improve human health.

Over the past few years Quest has been looking to enhance their overall service offerings while simultaneously driving cost out of their operations. To reduce costs and enhance efficiency, Quest approached Ciber in June of 2015 to evaluate their ability to help Quest deliver Project Coordination services in their strategic IT Enabling Solutions Group. This group plays a critical role in developing and maintaining system interfaces to hospitals, clinics, doctor groups, and other providers.

Quest Diagnostics and Ciber forge strong partnership

Quest outlined their financial and business requirements along with some aggressive timelines that would be expected for

success. Ciber would need to transition Quest employees to Ciber in conjunction with hiring new consulting resources to meet the current project backlog and future project forecast. Ciber employed its Talent Transformation Services offering coupled with its strong recruiting organization to quickly convert specific Quest Diagnostic subject matter experts as well as onboard new consultants. Ciber utilized their Knowledge Transfer / On-boarding framework to quickly bring new consultants up to speed on the required systems, tasks, and deliverables expected.

In addition to meeting the Quest resource needs, Ciber delivered the required service offerings at a significantly reduced cost to Quest. Ciber worked closely with Quest to

develop a fixed monthly payment plan which greatly increased Quest's ability to forecast current and future project costs. Utilizing Ciber also allowed vendor consolidation affording Quest the ability to streamline operations working with less vendors.

The engagement has grown to 28 consultants consisting of project coordinators and business analysts in the last 15 months, with expected continued growth in 2017. Ciber and Quest have also worked together to enhance forecasting demand, job skill definition, consultant continuity and tenure, career development, and regular touch points for continuous improvement and ongoing collaboration. Paramount to the success of this project has been the efforts of Mark Ramey, Executive Director IT Enabling Solutions and his team to forge a true win-win partnership with Ciber since the very beginning of the engagement. Said Ramey, "We are extremely happy with the current engagement with Ciber and look forward to a long-lasting business relationship in the years to come."

Ciber Talent Services impact project results

Ciber has a large team project managers (PMs), project coordinators (PCs) and business analysts (BAs) and even more pipeline candidates ready to assist clients in achieving predictable project results now. Clients rely on enlisting proven expertise from a reliable provider, particularly one like Ciber that offers extensive application development and enterprise integration services and brings that background to project delivery.

Ciber's staffing services provide our clients the ability to increase their project team's effectiveness and results predictability for their application portfolio. Our PMs and BAs utilize methodologies that incorporate a holistic approach and proven, repeatable processes. These methodologies are based on PMI, CMMI, ISO, SEI and IIBA best practices, combine best practices from the fields of project management and quality assurance with practical insights gained from Ciber's extensive delivery experience.

About Ciber

Founded in 1974, Ciber partners with organizations to develop technology strategies and solutions that deliver tangible business value. Ciber is an HTC Global Company. For more information, visit www.ciber.com.