



## Regional Health Insurance Company

### Achieve goals with strategic IT sourcing

When it comes to getting IT projects done on time and on budget, you need the right people with the right skill sets in a timely fashion. A regional health insurance company was looking for a way to improve their approach to these challenges when they began working with Ciber.

#### Deliver strategic value

- Ciber's sourcing services have helped streamline the regional health insurance company's screening and onboarding processes, freeing up its hiring managers to focus on more strategic work while also providing quality consultants with appropriate industry and technical experience.
- With access to offshore resources, Ciber provides a vehicle for delivering a blended services model that is lowering the customer's overall IT costs.
- The customer's leveraging Ciber's IT services expertise to effectively meet time critical regulatory requirements by having Ciber staff manage a portion of their strategic IT projects.

#### Provide strategic sourcing support

The regional health insurance company is a leader in delivering innovative healthcare products, services and information. As the largest health insurer in its state servicing more than 3.74 million members, the regional health insurance company has more than 4,000 employees and a network of healthcare providers that includes 96 percent of medical doctors and 99 percent of hospitals in state.

With growth, the regional health insurance company approached IT staffing by working with a number of staffing vendors to augment their IT department with outside consultants. Unfortunately, the organization was finding

challenges with this model:

- High attrition rate of consultants
- Significant involvement and time for internal hiring managers
- No standard rate card in place across multiple vendors
- No metrics or SLAs to measure vendor success
- Limited capability for vendor managed project work
- No vendors provided offshore services

The IT group made a decision to find vendors that could provide more strategic sourcing support. Instead of eight staffing companies, it wanted two very strategic IT-focused vendors who would take more control of the entire sourcing process to free up its hiring managers for more productive work.

Ciber's benefits offered as a potential vendor were its size, flexibility, local presence, staffing and project-based work expertise, and a global delivery model. As a global IT services company, Ciber was an ideal alternative to larger vendors, providing a better value for the investment, stronger relationship management capabilities and enough flexibility to collaborate. Ciber also offered greater scale, geographic reach and expertise compared to smaller, niche IT services providers.

## Innovative managed services

From the start, Ciber approached its engagement with the regional health insurance company as a strategic one. The immediate need was to get the right people hired for the IT department and improve and streamline the recruiting process. Ciber developed a custom recruiting, screening and onboarding framework for the customer's IT group that included requisition forms, processes for the regional health insurance company's hiring managers to follow, onboarding templates and orientation materials. This framework was then adopted by the regional health insurance company's other strategic sourcing vendors.

With a project manager and project coordinator onsite, Ciber reduced the amount of time needed for the regional health insurance company's hiring managers to find and manage IT contract workers. Instead of inundating hiring managers with resumes for open requisitions, Ciber screened prospective candidates to find the right person. Today, the customer has more than 50 consultants sourced by Ciber that are working for the IT group.

*"In addition to more accountability, we've also seen financial benefits from Ciber's Managed Services program. In just the last 12 months with Ciber we've saved over \$700,000 just by adhering to our rate card and beginning a global delivery model. I'm impressed by how responsive and flexible they've been in meeting our changing needs."*

(Manager, IT contracts)

## Project management to reach goals

In addition to strategic sourcing Ciber offered something that traditional staffing agencies couldn't: the ability to deliver Ciber managed and staffed projects. This capability offered significant value to the customer by freeing up their hiring managers, project managers and staff to focus on other initiatives and rely on Ciber to deliver a portion of the project portfolio for them.

Moving forward, the regional health insurance company will partner with Ciber to continue to enhance the Managed Services program and leverage Ciber to manage and deliver a larger portion of their strategic IT projects.

## About Ciber

Ciber is a global IT consulting company with approximately 5,500 employees in North America, Europe and Asia/Pacific. Ciber partners with organizations to develop technology strategies and solutions that deliver tangible business value. Founded in 1974, the company trades on the New York Stock Exchange (NYSE: CBR).