

Reimagine technology to accelerate your business



Family Health Network



An area health plan transforms financial reporting with a cloud-based ERP platform

Family Health Network is a not-for-profit, provider-sponsored health plan that offers healthcare coverage for people living in Chicago area. It has grown from 100 employees to 500 employees in the last three years. This explosive growth, along with the expanded reporting requirements brought on by the Affordable Care Act, drove the organization's need for a cloud-based enterprise resource planning (ERP) solution.

A modern system to streamline data access and financial reporting

Family Health Network had grown to become the largest Medicare Medicaid provider in the Chicago area serving nine separate counties, yet the organization was still reliant upon an aging ERP system that was largely Excel based. It relied heavily on manual processes that generated a multitude of spreadsheets from a number of sources.

To streamline its reporting processes, Family Health Network selected Ciber as its partner to provide implementation and training for an Oracle Fusion Cloud solution. This system was chosen because it met Family Health Network's organizational requirements, provided financial reporting flexibility and delivered anywhere, anytime access to all necessary data.

Cloud transformation on an unusually accelerated time frame

To help Family Health Network realize an effective return from its established cloud solution budget, Ciber designed a unique project approach and schedule that had the new system up and running in just under two months. Ciber was able to accommodate this extremely short timeframe because Family Health Network's specific goals and needs made it possible to fast track the implementation process and accelerate project cycles.

The implementation, which was an accelerated version of Ciber's Straight A's methodology for cloud solutions, began with Ciber handling data conversion and solution formulation. Once the initial system configuration was complete, Ciber was able to execute user training in parallel with system testing. This unique strategy was based around Ciber's ability to create highly detailed test scripts. The Family Health Network staff was able to train using these test scripts at the same time Ciber was performing the necessary system testing. Having actual end-users working directly with the test scripts for training also gave the Ciber team a jump on preparing its user acceptance testing (UAT). This allowed Ciber to execute the UAT phase immediately upon completion of the combined testing and training phase.

Streamlined processes for simplified report generation

The final solution leverages Oracle Fusion Cloud Financials, Procurement, Cash Management, Expenses and Financial Reporting Center products to deliver a cohesive financial and procurement information system which also includes self-service options. This shift to cloud-based financial report generation streamlines the entire process for Family Health Network. The use of pre-built templates also eliminates the multitude of spreadsheet previously used for financial reporting, which in turn removes the need for time consuming, manual data configuration and redundant formula generation that came with them.

Ciber continues to assist Family Health Network with ongoing remote support that is available to answer user questions and help resolve any issues.

"The Ciber team did a phenomenal job in working with Family Health Network to implement Oracle Fusion Cloud Financials and Procurement in a two-month time period," exclaims Nirav Shah, Director of Finance. "I would highly recommend Ciber for any future work."

About Ciber

Ciber understands that ERP transformation requires a strong partnership. As an Oracle Platinum and Certified Cloud Standard partner, we have a strong track record in enterprise-wide business process and technology transformation for the healthcare market.

Central to any transformation initiative is your partner's ability to meet your current needs, and at the same time enable your organizational vision. Ciber is uniquely positioned for this task because we are committed to our client's future. We have the expertise, technology and talent to power digital transformation that helps clients move at the speed of business.

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.