

SUCCESS STORY



CloudSuite Stabilization Services

Finance & Global HR

CUSTOMER ENGAGEMENT RESULTS

Large Healthcare Network

Network of the nation's leading oncology practices bringing the latest cancer research and treatment options to patients close to home, with more than 240 providers and 130+ sites.

Customer's Challenge

A prior implementation project left this customer without the benefits that **CloudSuite Financials**, **Global HR** have to offer.

- The solution was not setup to meet the unique needs of the shared services business model and growth strategy
- Overall acquisition model and practice-level requirements were not adequately accounted for in initial implementation
- Financial reporting was not setup
- Inefficient processes and setup of Global HR and Benefits Management solutions
- Excessive system errors and interface issues (e.g., S3 Payroll)
- Benefits were difficult to manage
- Need for dynamic recruiting/onboarding tool to support growth

ROI's Solution

- Demonstrate credibility with functional process design and successful CloudSuite Financials and Global HR transformation
- Applied leading practice methodology with engaged project management, strategic functional leads & consultants, clear roles & responsibilities, functional design/design revisions, process documentation, interfaces, security and configured applications
- Multi-faceted services delivered:
 - **Initial consulting** to assess current state, identity action plan, and support day-to-day needs during stabilization period
 - **Stabilization of Global HR, Payroll, & Benefits** through improved design, configuration, & knowledge transfer
 - Created process workflows, configuration, and interfaces for **Talent Acquisition & Transition Management**

Project Outcomes

- Regional & practice-based HR reporting from organization structure changes
- More robust security with organizational security configured
- Reduced time and improved data accuracy from streamlined onboarding
- Reduction of manual processing with interfaces to benefit vendors
- First successful online Benefit Open Enrollment
- Improved efficiency & accuracy of payroll cycles with updated time interfacing, and payroll configuration
- Reduced liability with new pension plans, health plans, and removal of manual payroll updates
- Bolstered reporting with tailored financial reporting
- Empowered users with expanded knowledge and experience

Learn More: <https://roihs.com>

Get In Touch: info@roihs.com | (678) 270-2867