Architecting The Right IT Team To Deliver Pre-Eminent Clinical Services

Introduction --> Let's dive into the inspiring story of how a thriving patient-focused clinical services organization transformed its patient and internal staff satisfaction through re-architecting the IT team to deliver new functionality, increase efficiency & establish a high quality end-user experience. Visionary technology leaders sought to improve their specialized IT services through the addition of staff with emerging skills to manage new technology, oversee service delivery, and enhance operational & data management capabilities.

Background --> Picture a bustling 300-location clinical services organization with 3,000 employees hampered by outdated systems and understaffed teams unable to keep pace with rapid changes to its business model and technology landscape. With a goal of ensuring IT supported the company's ability to "move at the speed of business", the CIO focused on revitalizing the company's core IT functions. Partnering with an external IT consulting & placement firm became essential to meeting aggressive hiring objectives within a tight timeframe.

Solution --> The Right Hire IT team collaborated with the CIO, other technology leaders and business stakeholders to understand the organization's goals and the requisite skills necessary to support the organization's objectives. As a team we evaluated the existing IT organizational structure and skill complement, identifying the necessary functional and technical skills needed to transform the business and ultimately improve service levels. Our focus was on matching the Right candidates to critical roles within the company.

Driving Performance with New Leadership

Driving the vision, Right Hire IT - at the direction of the CIO under a confidential search - leveraged our network of contacts and national reach to ensure the right leader was in place to establish the direction, lead the day-to-day operations, manage the infrastructure landscape, and improve service desk efficiencies. Role placed:

- **Director, Infrastructure & Operations**

Embracing A Data Driven Culture Through Business Intelligence & Data Engineering

Unlocking the power of data was pivotal to the organizations ability to become more agile and deliver new services to patients. Working with the CIO and other IT leaders, the Right Hire IT team skillfully sourced data experts to supplement & enhance the existing team's capabilities, elevating the organization's data-driven decision-making and 3rd party data integration/transaction process. Roles Placed:

- **Manager, Database and Data Engineering**
- **Data Analyst**
- **ETL Engineer, Third-Party Integrations**

Customer Satisfaction Hinges on Excellent Support and High Availability Systems

Top priorities for the CIO and the company were improving employee experience, enhancing first call resolution, reducing the ticket backlog and securing the environment. Right Hire IT zeroed in on Service Desk expertise and unique skills (Multi-Lingual and Health Care Systems etc.) enabling the organization to elevate service levels, significantly improving the end-user experience. Additionally, we assessed the Level II team's skills and capacity relating to servers, networks, storage and security leading to key staff additions that closed the gap. Roles Placed:

- **Level I & II Service Desk Staff**
- **Systems Engineer**
- **Network Engineer**
- **Risk & Compliance Analyst**

Outcome --> Through Right Hire IT's partnership with the CIO and IT leadership team, the Director & Manager level roles were onboarded within 30 days followed by the Data Analyst and ETL Engineer the next month. Six (6) Help Desk & IT Field Technicians, along with the Systems Engineer, Network Engineer and Risk & Compliance Analyst were onboarded incrementally over the next few months, culminating in an industry leading successful placement & retention rate. Overall, the team grew by 13 new staff members.

Challenges --> We collectively faced supply side, compensation and scheduling obstacles in highly competitive market conditions. Establishing a phased onboarding strategy, scheduled update cadence, standard interview times, cross departmental communication and rate optimization we streamlined the process to meet aggressive delivery and budget targets.

Conclusion --> This effort highlights how strategic collaboration between a clinical services organization and Right Hire IT fortified the company's IT capabilities and established a solid foundation for instilling a cohesive strategic vision, much improved customer support, stronger data management, and overall service delivery excellence.

About Right Hire IT

Right Hire IT is a full-service Information Technology (IT) Consulting and Placement firm. The company offers highly experienced recruiting and account management professionals with the ability to provide an excellent candidate experience, and service the diverse needs of Fortune 500, mid-market and start-up companies seeking to employ top technical talent – specializing in Applications, Infrastructure, and Communications expertise. Connect with us at **(248) 264-8010** or contact@RightHire-IT.com to discuss how we can support your talent acquisition needs and IT project-based initiatives.

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