



# HAYES

MANAGEMENT CONSULTING

*Optimizing the business of healthcare*

## Legacy Retirement Services

### From defining requirements to successful retirement

One of the most significant changes your organization is likely to go through is a system migration. If you are like most healthcare organizations, you have hundreds of applications, databases and systems running concurrently across your organization, further complicating any transition.

Hayes consultants have worked on the frontlines of healthcare, as users of the system you are moving away from, as well as the one you are implementing. Our expertise is not confined to just one system or one vendor; instead, we have subject matter experts who are certified and experienced in a variety of systems. Why is this important? Because it means we understand user issues, what it takes to keep the day-to-day operations moving smoothly, and weave that knowledge into every stage of the project.

### Hayes' Application Retirement Approach

Since Hayes' founding in 1993, Hayes has matured its MDApproach™ methodology which is based on best practices gleaned from years of successful client engagements which is continually fine-tuned. Specific to application retirement, there are six fundamental steps built into our methodology.

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*Hayes offers a proven, phased application approach that has been refined through more than twenty years' worth of experience helping healthcare organizations retire legacy systems.*

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#### DISCOVERY

Define requirements, establish Governance Model, identify key stakeholder groups and representatives

#### ASSESSMENT & VALIDATION

Validate current catalogued system/application/database inventory, conduct stakeholder interviews, review vendor contracts, identify opportunities for software cost reductions, conduct technical review, conduct data warehouse review, assess SAN storage

#### ROAD MAP DEVELOPMENT

Develop a sequenced and timed decommissioning plan, cost/benefit model, data retirement tool/system approach, change management plan, and vendor management plan

#### PLAN DEVELOPMENT

Develop a detailed plan including estimates of duration, needed resources, and time required; define scope of project fully and assign deliverables, activities and tasks to specific owners

#### EXECUTION

Plan is executed according to agreed upon timeline

#### CLOSE OUT

Conduct formal close out to project including stakeholder surveys, post project review session to discuss results, and final report for feedback and circulation

## Legacy System Support

During a system migration, it is important that users experience the same level of service, and that day-to-day business operations continue to be carried out. At the same time, internal IT staff needs to learn and implement the new system. We offer multiple services to support your legacy system during the transition while maintaining current service level agreements (SLAs) in place with your end users.

Hayes offers a range of services to support your legacy system, including:

- **Project and/or staff management:** Hayes provides skilled project or interim managers who can manage staff and projects to keep the existing system functioning so that you can confidently focus on the new implementation.
- **Interim staffing:** Hayes offers a range of staff to augment your legacy system support and fill gaps in your team as your staff starts to transition over to the new system implementation.
- **Help desk support:** Hayes managed service legacy IT help desk allows you to focus all of your staff on other priorities while Hayes takes ownership of the help desk. We answer calls, resolve issues and perform upgrades/enhancements, if necessary. We have a formal escalation and communication process, and provide our clients with regular status reports.

## Hayes Management Consulting

Hayes Management Consulting is a leading, national healthcare consulting firm that partners with healthcare organizations to streamline operations, improve revenue and enhance technology to drive success in an evolving healthcare landscape.

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