



Lawson Healthcare Webinar World Series

October 27, 2009 – November 10, 2009

Healthcare Webinar World Series: www.lawson.com/hcwebinars

- ▶ **Tuesday, October 27**
[The Basics of GS1 Data Standards in Healthcare](#) – **11 am CST**
- ▶ **Thursday, October 29**
[Golden Opportunity: Lawson and GS1 Data Standards](#) – **12 pm CST**
- ▶ **Monday, November 2**
[High Five for New Improved 9.0.1 Apps](#) – **10 am CST**
- ▶ **Tuesday, November 3**
[On Point with a Smart Supply Solution](#) – **10 am CST**
[Baylor Health Care System: Countdown to Mobile Supply Chain Success](#) – **1 pm CST**
- ▶ **Wednesday, November 4**
[Inner Peace with Managed Services](#) – **1 pm CST**
- ▶ **Thursday, November 5**
[Thomas Jefferson University Hospital: Feeling the Love with Lawson Workforce Management](#) – **10 am CST**
[Penn State Hershey Medical Center: Streamlined and Stronger](#) – **1 pm CST**
- ▶ **Friday, November 6**
[Accelerate the time to results with Lawson Learning Accelerator](#) – **10 am CST**
- ▶ **Tuesday, November 10**
[Step Up to Lawson System Foundation 9.0.1](#) – **10 am CST**
[Optimize Your Workforce with Lawson Talent Management](#) – **1 pm CST**

Edward Hospital: Our Voyage with Managed Services





Introduction

- Today's Presenter:
 - Brian Jablonski, HRMS Project Manager

Agenda

- ❑ Overview of Edward & Our Use of Lawson
- ❑ Overview of 9.0 HRMS Implementation
- ❑ Project Challenges
- ❑ Project Risks and Solutions
- ❑ Why Managed Services
- ❑ Overview of Managed Services and the Edward relationship
- ❑ Q&A



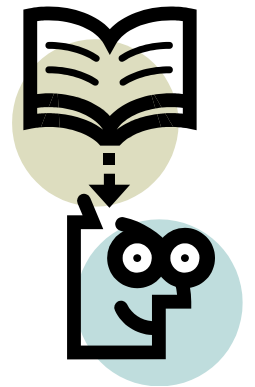
Background on Edward Hospital

- Edward Hospital & Health Services is a full service, regional healthcare provider
- 5,000 employees; multi-facility
- Located 30 miles west of Chicago
- 9th largest hospital in Chicago area
- 317 private patient rooms; First hospital in Illinois to offer all private patient rooms
- More than 4,100 babies delivered in FY2007
- More than 420,000 outpatient visits in FY2007



Lawson Use at Edward

- ❑ Implemented 9.0 with a go live in May 2008
- ❑ Windows Based environment
- ❑ Using HR Suite, including Manager & Employee Self-Service
- ❑ Implemented Lawson Business Intelligence
- ❑ Lawson 9.0 security with rules
- ❑ Partnered with Lawson Professional Services
- ❑ Legacy system was Meditech payroll
- ❑ Minimal customizations
- ❑ Lawson Managed Services began in Jan 2008



Overview of HRMS Implementation – Phase I

- Install foundational HRMS applications:
 - Human Resources/Personnel Admin.
 - Benefits administration
 - Absence management
 - Payroll & taxes
 - Reporting tools (standard, custom report writing tools)
- Establish & implement supervisor hierarchy
- Establish & install required interfaces/file transfers





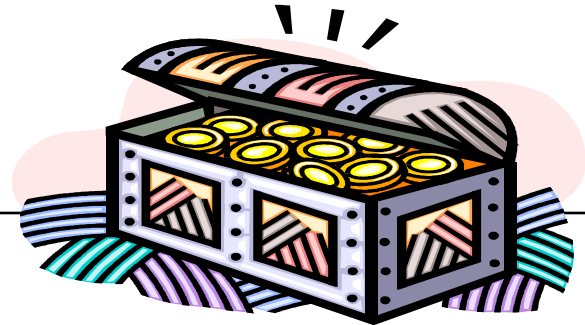
Overview Phase 1, cont.

- ❑ Implement Manager Self-Service tool
- ❑ Implement Employee Self-Service tool
- ❑ Implement core report needs for managers
- ❑ Implement workflow for requisitions/personnel actions
- ❑ Reconfiguration of API (time and attendance)
- ❑ Implement Tuition Reimbursement Customization

Project Notes

- Strong Functional and Technical teams
 - Minimal exposure to Lawson prior to the project
- Leadership wants to get the biggest return on the Lawson investment as quickly as possible
- Aggressive timelines to implement many features; i.e. process flows, self service, smart notes
- Never say no attitude

Project Challenges



Technical

- ❑ 9.0 was new at the time of the implementation
- ❑ Few customers previously implemented 9.0 in a Windows environment at this time
- ❑ Deploying 9.0 security, not LAUA

Consulting Turnover

- ❑ We had 3 functional consultants and 3 Project Managers during the initial implementation

Project Team Limitations

- ❑ Resources were limited



Risk Considerations

Technical Resources

- Team had limited exposure to Lawson
- Legacy system support was extremely hands on
- Interfaces were written using Process Flow Integrator
- Customizations were written using 4GL
- 24x7 support was requested by the business partner
- System downtime for maintenance would be during off hours
- Once live, how to be in Support and Implementation mode

All Resources

- What will happen if someone leaves the organization



Risk Mitigation

Mission-“Don’t Screw up Payroll”

- Evaluate all possible solutions to minimize the technical risks identified



Options Evaluated

- Increase technical resources
- Other vendors besides Lawson
- Lawson Total Care Gold Support (Now Managed Services)

And the winner is.....

Lawson Managed Services

- Why
 - One stop shop for solutions
 - Best knowledge of the product and the ability to support new functionality
 - Dedicated Team to provide Edward with the support we need
 - Met our compliance standards
 - Provided the most comfort to adapt to our changing environment as we continue to grow our Lawson system

And the winner is..... (Continued)

- Knowledge of products/ tools outside of “Core” technology
 - LBI
 - Reporting Services
 - Process Flow Integrator
 - 9.0 Security
 - Windows environment

What has Managed Services Done Since Go live?

Technical Patches:

- ❑ Applied 2 ESP's
- ❑ Applied 1 MSP
- ❑ Applied Year End Patches for 2008
- ❑ Numerous CTP's
- ❑ Sizing recommendations/ monitoring

Technical Monitoring:

- ❑ 24x7 monitoring
- ❑ Weekly maintenance

What has Managed Services Done Since Go live? (continued)

Functional

- ❑ Functional expertise for questions/ “how tos”

Customizations

- ❑ Transitioned support from LPS to Managed Services
- ❑ Provide updates/ break fix support

Monthly Reports

- ❑ Monthly Analytic reports



What would we do Different...

- ❑ SNMP access for the Managed Services team
- ❑ Clearly define the roles and responsibilities between Edward and Managed Services

What do I like best about Managed Services....

- ❑ Near 100% system availability
- ❑ No outages that impacted the processing of payroll
- ❑ Quick response and resolution to tickets logged
- ❑ High priority tickets are resolved ASAP, even off hours
- ❑ Expertise
- ❑ Assistance with future planning



Area for Managed Services to Improve

- ❑ Stronger differentiation from Bronze Support
- ❑ Change the process from logging a ticket with LIS first, then routing to Managed Services
- ❑ More visibility of Managed Services leadership

Closing Comments

- ❑ Managed Services was new when we started; they have continued to grow, adapt and change!
- ❑ We have been able to minimize our risks described in the beginning of the presentation
- ❑ Our Lawson system has had minimal downtime since our implementation
- ❑ Managed Services is not a “Magic Wand”, so make sure you have clear expectations

Questions?

Thanks for attending!

**You can contact me at
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Questions??

Thanks for attending!

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