



## PAST PERFORMANCE FOR KEY PERSONNEL

**Client:** Major Oilfield Services Company  
**Project:** Custom Asset Workflow Software Solution  
**Contract Amount:** \$15M (over 2 years)

### Asset Workflow Software Solution for Major Oilfield Services Company

#### **Problem:**

A major oilfield services firm needed help integrating and correlating mountains of data related to thousands of wells in varying stages of production and perforation. The workflows and processes they used to make operational decisions were manual and laborious.

#### **Our Solution:**

Develop a production, engineering focused, asset workflow solution that creates actionable knowledge from vast amounts of valuable internal and external data.

- clearly defined, evaluated and selected the high priority data,
- planned a roadmap for the way forward to acquire, correlate, manage and visualize the data
- transformed the data to information and knowledge, which required analysis and planning for the integration (connectors) to discrete applications and tools essential to the asset workflow
- included the following applications and tools:
  - Geologic Models
  - Drilling and Hydraulics models
  - Petrophysics models
  - Fracturing Models
  - Visualization tools
  - Static and dynamic reservoir models

#### **Results:**

- Developed a solution that the COO said “maximized well productivity for our global client base thus, driving revenue and profitability”
- Combined structured and unstructured data sources, transforming disparate data into information and knowledge
- Enabled on-site analysis of historic data from comparable jobs against data being encountered real-time while in drilling or treatment operations, adding significantly to the value our customer could deliver to its customers. This resulted in a complete paradigm shift on the end customer’s view of the services available from our customer.



**Client:** Major Healthcare Services Company

**Project:** IT Process Optimization

**Contract Amount:** \$5M

## IT Process Optimization for Major Healthcare Services Company

### **Problem:**

The Health Solutions IT department suffered from several criticisms from internal customers as well as other IT departments within the organization. Internal customers were experiencing long wait times, lack of problem resolution with trouble tickets entered (multiple tickets per problem), no well-defined service levels to set expectations for work performance, etc. Corporate IT was frustrated with Health Solutions' inability to conform to PMO requirements and standards. Additionally, morale and communication was low within the group.

### **Our solution:**

Formulated and implemented IT Governance structure and processes

- Help Desk technology and process optimization
- SDLC implementation
- Annual performance review process implementation for IT department (quarterly checkpoints, peer reviews, annual reviews)

### **Results:**

- Consistent, predictable, successful resolution of trouble tickets within well-defined SLA terms, improving IT's NPS within the company and completely eliminating overtime costs for helpdesk resources
- Adherence to corporate IT PMO requirements for custom app development, report delivery, etc., improving relationships within corporate leadership and driving higher efficiencies and delivery performance to corporate IT.
- Open, constructive communication both across and up and down the Health Solutions IT team, improving morale and retention of high performing resources.



**Client:** Major Healthcare Provider  
**Project:** EMR System Selection, Implementation and Support  
**Contract Amount:** \$7M

## EMR System Selection, Implementation and Support for Major Healthcare Services Company

### **Problem:**

The company needed an Electronic Medical Records system for all of its on-site clinics, including electronic file transmission capabilities with pharmacies as well as reporting requirements within the clinics and back to corporate. The legacy system was ineffective functionally, highly manual, and did not scale as required by the growth of the business.

### **Our Solution:**

Selected and implemented Electronic Medical Records system for all Health Solutions clinics:

- Led team of 10+technical and 25+business resources:
- Requirements gathering / process alignment (BPO)
- Software evaluation / fit analysis
- Negotiated terms with selected software vendor
- Customized software applications (EMR application, Pharmacy interfaces, API's for other corporate applications)
- Custom report development
- Training and roll-out (go live in phases)
- Coordinated bug fix and application enhancements in partnership with the vendor

### **Results:**

Achieved all capabilities required by the stated objectives, enabling the on-site clinics to see more patients, track treatment and care much more accurately and effectively (Continuity of Care Record (CCR) initiative objectives met), submit prescriptions electronically with two-way communications with pharmacies (again CCR objectives met). Also developed a very positive, partner-like relationship with the EMR software company, allowing for the organization's custom EMR application enhancement requests to be escalated to the top priority within the vendor's SDLC system, accelerating the release of new and improved versions of the software. Also improved the overall impression of Health Solutions' capabilities and service level to the larger corporate and parent company organizations as well as versus competitors' offerings as evidenced by greatly improved NPS from the clinics and EMR vendor, enabling the sales force to sell the Health Solutions concept much more effectively.



**Client:** Big 4 Professional Services Firm  
**Project:** DevOps Framework Design and Deployment  
**Contract Amount:** \$18M (over 3 years)

## DevOps Framework Design and Deployment for Big 4 Professional Services Firm

### **Problem:**

6 Billion Dollar business unit at a Big 4 firm had several internal teams across the US and several vendors delivery custom applications and platforms using a range of “agile” methodologies and the firm was seeing considerable duplication in effort across development workstreams.

### **Our solution:**

Validated a set of common guard rails across three major workstreams then used this success and timesaving to drive buy-in and acceptance across all development teams.

- Defined and built cloud-based development operations framework that fully automated provisioning, configuration, and deployment/re-deployment.
- Implemented internal software development kit combining all existing reusable IP and creating index of all available services
- Create application shell with standard UX which leveraged SDK and was published as starting point for any new application via automated creation cloud DevOps framework.

### **Results:**

- 3-month hardware provisioning, environment configuration, and security approvals reduced to one hour via automated cloud process.
- Security and Risk impediments at start and middle of all projects eliminated
- All development efforts reduced by at least 1/3 total cost of delivery - approximately \$50M savings annually by year 2.
- Major reduction in duplication across programs with high buy-in by development teams to embrace reuse.



**Client:** Big 4 Professional Services Firm

**Project:** Technology Platform Design and Implementation

**Contract Amount:** \$32M (over 4 years)

## Technology Platform Design and Implementation for Big 4 Professional Services Firm

### **Problem:**

Large, global professional services organization lacked consistency and alignment in technology sourcing and platforms across multiple countries.

### **Our Solution:**

Conduct an assessment based on people, process, and technology to identify opportunities for savings, opportunities for increased delivery efficiency, and opportunities for to increase talent fungibility.

- Led team of 10+technical and 25+business resources:
- Conducted analysis using provided IT assessment methodology
- Heavy focus on technology infrastructure alignment
- Heavy focus on consolidation from data centers and shift to cloud

### **Results:**

- Development plan ratified by board
  - Led to global implementation of Salesforce and Workday across all major network firm countries.
  - Selected Microsoft and Amazon as cloud providers at strong discounts
  - Gained approval to apply development framework from above example across all network firms
  - Total immediate savings in excess \$15M with expected savings in excess of \$100M once the platform was adopted.
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