



## Giving the reins to a virtual CIO—and seeing real results

After a nearly-too-late realization about their capabilities, our client reached out for help.

### Client Profile

Our client builds and operates primary care team clinics, then partners with health plans to manage care.

### Problem

Although they knew they could build a better clinic, they lacked expertise in evaluating and engaging IT vendors and services.

### Solution

Provisions helped identify IT needs and then evaluated and selected vendors and solutions.

### Benefit

With our help in the start-up phase of the company, our client came to revenue much more quickly than would have otherwise been possible.

## The Challenge

Our client is an entrepreneurial group of healthcare operations experts that knew they could outperform the competition. However, it wasn't until they were opening their first clinic that they realized evaluating and engaging IT vendors and services was not a core competency.

They tried doing it themselves and found the process to be a huge distraction from their other priorities—not to mention much more work than they had bargained for.

## The Solution

Provisions met with the management team and talked them through the

steps necessary to evaluate, select and engage vendors and services.

Then, with a senior Provisions staff member acting as a virtual CIO, we identified their IT needs and proceeded on to evaluation and selection. We also negotiated their vendor contracts, and ultimately ended up implementing the services for their corporate office and three clinics.

## The Results

In the face of extremely tight timelines, Provisions got all of the client's connectivity and other services installed and functional—on time and on budget.

*“By starting with our business strategy rather than merely our technology needs, Provisions was able to design technology solutions to meet the demands of our business that were implemented on time and within budget.” — Tim Petrikin, CEO*

## The Bottom Line

Our client's similar philosophies on customer service and service delivery made Provisions a natural fit. Other priorities kept them from establishing their IT services—but with help from Provisions, they launched and began earning revenue.