

Value Delivered

Develop future business process and requirements.

Strong change management and project management methodology.

IT infrastructure assessment and upgrade recommendations.

Technology expertise to determine and select the right software for CFDS.

Contract negotiation that reduced CFDS risk.

Contact JOLT

info@joltconsultinggroup.com
1.877.249.6262
www.joltconsultinggroup.com



2.15 million
Customer interactions
improved (annually)

4,300
Field technicians
empowered

125+
Client engagements
completed

Complex Enterprise-Wide Technology Selection

Business Challenges

Unsuccessful Software Implementation | Specialized Needs | Limited Resources

The Center for Disability Services (CFDS) provides disability and chronic medical care to 15,000+ people in Upstate New York through its 85 locations. CFDS provides specialty care to individuals and as a not-for-profit medical organization, faced challenges, including:

- Previously failed software implementation.
- Limited formalized business or systems processes.
- Unfamiliar with potential efficiencies gained through a successful software implementation.
- Unique business processes and requirements.
- Limited internal expertise for the selection and deployment of an enterprise-wide software solution.

Success Strategies

Business Processes | RFP Process | Contract Negotiation | Infrastructure Upgrades

CFDS partnered with Jolt Consulting Group due to Jolt's record of providing transformational business services and deep experience in enterprise-wide software initiatives. Jolt Consulting Group drew upon its domain expertise to:

- Institute Jolt's project methodology and management processes.
- Lead a rigorous RFP including requirements definition, software vendor coordination and preparation of demonstration scripts and scoring mechanism.
- Identify future technology needs including new hardware and supporting infrastructure.
- Lead contract and pricing negotiations with the preferred software vendor.

Results

Software Selection | An Advantageous Contract | Efficient Business Processes

Jolt Consulting Group delivered these results:

- Selected the right technology for CFDS business requirements—GE Centricity.
- Negotiated software contract and pricing that reduced CFDS risk and ensured CFDS protection with a cyber-security plan.
- Developed new, efficient business processes and infrastructure.