PPMetrics

EmblemHealth

> "*Incorporating the AMM Add-on with PPM provided a seamless solution in delivering important metrics and meaningful insights to EmblemHealth*"
>
> *-Magdalena Bonilla*
> *PPM Application Owner*

COMPANY

- In 2006, Group Health Incorporated (GHI) and HIP Health Plan of New York (HIP) affiliated as EmblemHealth companies

- Through GHI and HIP, provides quality, affordable health benefit plans and services

- Serves nearly 3.3 million people

- Employs over 5,000 people

KEY BENEFITS

- Faster and enhanced reporting
- Objective PPM maturity monitoring
- Usage compliance monitoring
- Accurate license counts
- Deployment monitoring

THE SITUATION

In 2006, Group Health Incorporated (GHI) and HIP Health Plan of New York affiliated as EmblemHealth companies. GHI had been using HP PPM™ and EmblemHealth made it the enterprise-wide platform for project management. After some initial success and a program to accelerate adoption by users, a multi-year plan was created with an initial focus on consolidating and simplifying PPM processes while gradually improving users' understanding of these processes and project controls.

As the program work continued, it became apparent that there was no efficient and objective way to accurately and comprehensively measure the results of their effort. EmblemHealth spent significant amounts of time putting together reports that provided limited answers at best to these pressing questions:

- Which users were using the system?
- What were they doing?
- How many requests were in the system and at what step of the workflow?
- Were the strategic communications and training working?
- Were users ready for additional functionality?
- Were the product licenses effectively allocated to the different groups?

THE SOLUTION

The Adoption and Maturity Management (AMM) Add-on from PPMetrics proved to be a solid, easy-to-use and flexible platform that delivered real metrics around adoption, data quality and level of functionality being implemented or "maturity" of a PPM implementation. The solution alleviated the business challenges while contributing to a significant increase in productivity by streamlining specific data aggregation and the subsequent report creation. In addition, it introduced new levels of visibility and control over the PPM implementation status, and enabled more focused and agile PPM decisions and measures.

Further, AMM was found to be the only turnkey solution that provides exclusive features such as:

- Targeted monitoring of configurable user and entity groups
- Usage and exception reporting alerts
- Configurable expectations for usage, data quality and PPM maturity levels
- Generic and customer-specific data quality rules
- License allocations and assignments for targeted groups
- Automatic gathering of a predetermined set of metrics
- Seamless interaction with PPM

THE BENEFITS

Immediately following installation and configuration of the tool, which only took four days, the flagship "State of the Application" report provided a snapshot of the PPM entity "inventory," current usage and PPM maturity statuses, which led to meaningful insights by EmblemHealth.

Some of the additional benefits EmblemHealth was able to gain within several weeks of the AMM deployment include:

Quicker and Richer Inventory Reporting – Management had specific interests in PPM entity inventory data and usage. EmblemHealth reduced the time it took to compile these reports and was able to include new and important usage metrics.

PPM Maturity Monitoring – With AMM, EmblemHealth could see how well people were adopting and progressing against their plan. Furthermore, they could identify which groups needed extra help and whether they were ready for additional functionality.

Usage Compliance Monitoring – Using AMM's user-friendly interface, EmblemHealth created a set of expected usage levels for different groups, covering system transactions such as logons and project work plan updates. AMM's rich visualizations enabled the team to quickly identify deviations from the expected usage levels and address them.

Accurate License Counts – EmblemHealth was able to track whether Project Management licenses had been distributed properly and adjust as necessary.

Deployment Monitoring – As new functionality was deployed, EmblemHealth was able to monitor the effectiveness of their new configurations and roll out support and adjust the communications and training strategy when appropriate. In particular, AMM's trending graphs provided useful insights in this area.

THE ROAD AHEAD

The AMM works seamlessly with PPM and does not affect its data and configurations. Due to the transparent nature of the solution, with features that automatically operate once they are put into the system, AMM has become part of the standard tool kit for EmblemHealth. It will be used during strategic planning cycles to evaluate the status of plans and determine next steps. On the operational side, AMM metrics will be further incorporated into core internal processes such as Service Level Agreement (SLA) tracking and reporting to management.

With a handle on the challenges around adoption and maturity, the next focus is to increase utilization of the AMM data quality functionality. With a robust system in place, EmblemHealth is well poised to create specific data quality rules for project management and monitor the compliance with those rules on a regular basis, thereby ensuring a solid, high-quality data foundation for all operational and analytical business processes.