

Implementation Roadmap Ensures Health System's Successful Upgrade to Latest Lawson Software



Client

Yale New Haven Health System – The Yale New Haven Health System is comprised of Bridgeport, Greenwich, and Yale-New Haven Hospitals. Yale New Haven Health offers patients a full range of health care services of the highest quality, from primary care to the most complex care available anywhere in the world.

Executive Summary

After previously attempting to upgrade their Lawson software to the newest release with only internal support, the client hired The Revere Group to lead the effort. The upgrade would provide both a new environment and application. During the project, the existing versions had to maintain and kept in synch with the new versions. This is particularly challenging with Lawson software since their documentation does not clearly indicate which patches are included in the new versions. Testing had to be done simultaneously on both.

Business Challenge

The project team consisted of a diverse group of representatives from several departments, each with their own motives and goals. The previously failed attempts were largely the result of revisiting decisions and the client's inability to adequately assess the integrity of the new software.

In addition, a successful upgrade required that the existing versions be maintained and kept in synch with the new versions. This feat is particularly challenging with Lawson software because documentation does not clearly indicate which patches are included in the new version.

Solution

The Revere Group developed a road map to lead the team through challenging decisions and ensure the successful validation of the software's integrity. Following an assessment to determine the client's skills, Revere also provided support and/or resource availability to supplement their areas of deficiency. Combating the difficulties with the Lawson software itself, required simultaneous testing of both the existing and the new software.

Results

The project was successfully completed within the allocated time and budget, and the client provided The Revere Group with a glowing reference.



For More Information

For more information about The Revere Group's services and solutions, call 888. 4REVERE.

About The Revere Group

The Revere Group is a North American Business Unit and a majority-owned subsidiary of NTT DATA, a multinational organization.

Founded in 1991 and headquartered in Chicago, The Revere Group is a leading global business and IT solutions consultancy that specializes in assisting high performing mid-tier and fast growing companies. Revere provides industry, process and technology expertise with a proven service approach—Think, Build, Source—to pave the way for your success. Revere focuses on five key business challenges to increase your business agility and bottom line results: [Operational Efficiency](#), [Analytics and Collaboration](#), [Interactive](#), [Enterprise Platforms](#) and [Managed Services](#).

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The Revere Group

Service Excellence

The Revere Group is a leading global consultancy dedicated to delivering business and IT solutions. Revere focuses on helping organizations improve their financial and operating performance through the combined application of technology, people and process.

In an industry marked by innovation and change, organizations can look to Revere for its senior consulting model, strong business and technology expertise, and client-focused project management methodology.

In addition to providing clients with world-class solutions, Revere is dedicated to the highest service standards. Vast experience in providing end-to-end solutions in diverse industries and platforms means Revere can deliver measurable results and exceed expectations. Additionally, knowledge and expertise with proven onsite, offsite and offshore methodologies and execution processes has established Revere as an industry leader in the marketplace.

Industry-leading Outcomes

Revere brings vertical industry market knowledge to help Healthcare, Manufacturing & Distribution, Entertainment, Financial Services, Insurance and Private Equity clients succeed with their unique business objectives.

Think. Build. Source.

As your trusted advisor, Revere provides industry, process and technology expertise with a proven service approach—Think, Build, Source—to pave the way for your success.

THINK – Companies continually face the challenge of aligning their business objectives with their IT strategy. An effective roadmap with a strong business case delivers a path to achievable goals with measurable results. Revere helps identify and link people, process and technology, bringing clarity to your business and IT initiatives.

BUILD – A successful implementation is the driving force behind all that Revere does. We deliver the right solution on time and within budget. Disciplined project management skills and business aptitude ensures the success you rely on.

SOURCE – The right balance of sourced functions can improve your IT service levels and return on investment, allowing you to more effectively meet your business needs. Revere helps identify a strategic sourcing model based on internal capabilities, external resources and cost.