

Implementation Overview

TELCOR Billing Information System Services

IMPLEMENTATION SUCCESS FACTORS

TELCOR believes that successful implementation is achieved when people, processes and technology work in harmony to achieve the goals of the organization. TELCOR has significant experience assisting laboratories with the successful implementation of software solutions. Through our experience, we have identified the following requirements that, if considered and defined prior to beginning the implementation process, will improve the timeliness and success of the project.

- Strong executive project champion
- Business unit management
- Right project team
- Up-to-date project plan
- Defined change process
- Well-defined project communication

CUSTOMER IMPLEMENTATION PROJECT TEAM AND RESPONSIBILITIES

TELCOR recommends that the customer assign project manager responsibilities to one of the key team members. They are to assume ownership for the project and to monitor and manage internal implementation activities and resources. We recommend the team should be comprised of the following members:

- Executive sponsor
- Project sponsor
- Application system manager
- Department subject matter experts
- Customer service representative
- IT representative
- Interface analyst

TELCOR IMPLEMENTATION PROJECT TEAM AND RESPONSIBILITIES

TELCOR provides a team of resources to ensure the successful implementation of the purchased applications. The TELCOR team members include:

- Executive sponsor
- Implementation Manager
- Implementation/Service analyst
- Interface analyst
- Software engineer

PROJECT PLANNING

Prior to developing a comprehensive work plan, selected activities are performed by the customer that become the foundation of the project and project plan. The initial project plan developed by TELCOR is reviewed and mutually agreed upon by the customer and TELCOR. Either the customer or TELCOR can be assigned responsibility for maintenance of the approved plan with task, resource and schedule changes. TELCOR is available to participate in any or all tasks defined for project planning.

- Identify business objective
- Document current operational metrics
- Document assumptions and constraints
- Define project organization and communication
- Build project plan
- Review and accept project plan

PROJECT TEAM/TELCOR COMMUNICATION DURING IMPLEMENTATION

Well-defined project communication is a key to success. TELCOR works with the customer to define the communication channels and methodology that will work best for the project team. Even so, TELCOR has developed the following communication standards that are usually deployed during implementation.

- Ad hoc
- WebEx training sessions
- Weekly status calls
- Weekly implementation status reporting with executive summary
- Monthly case reporting

IMPLEMENTATION MAJOR MILESTONES

Contract signing is the event that initiates the implementation process. After contract signing, the TELCOR Sales Team meets with the OIS Management Team and presents applications purchased, provides contact information and customer expectations and turns over the project so implementation and services can begin. The Implementation Manager will contact the customer within 10 business days from contract signing to initiate planning, resource identification, project plan development and scheduling of the project orientation meeting.

The implementation time frame is dependent upon the size of the outreach program, modules purchased, number and type of interfaces to be implemented and the number and type of customer resources assigned to the project. These considerations will be used to develop a detailed, customized project plan that is presented and discussed in detail at the project orientation, which usually is between four to six months.

Billing Information System Major Implementation Milestones																		
Major Activities	Estimated Weeks																	
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
Project Planning	█	█																
Orientation Meeting			█															
Data Collection & Process Definition			█	█	█	█												
Hardware Procurement & Install	█	█	█	█														
Software Installation				█	█													
Integration Specification & Delivery			█	█	█	█	█											
Company & Business: Training and Build					█	█												
Rules & Pricing: Training and Build						█	█											
Billing: Training and Build							█	█										
Remittance: Training and Build								█	█									
AR: Training and Build									█	█								
Business Management: Training and Build										█	█							
Profitability: Training and Build											█	█						
Integration: Training and Build											█	█						
Interface System Validation												█	█	█	█			
Application System Validation													█	█	█	█		
Documentation of Work Procedures														█	█	█	█	
Prepare for End User Training															█	█	█	█
Train End Users in System & Procedures																█	█	█
Validate Training																	█	█
First Productive Use																		█
Monitor First End of Month & Reporting																		█

CUSTOMER SERVICE

“It is a real tribute to TELCOR that ‘support’ is a priority - it makes a huge difference. We have extensive validation processes, and cooperation with the vendor is the key to any upgrade. TELCOR support has always been available to help us with these tasks, and we truly appreciate how accessible the support and management have been throughout our relationship,” said Gerry Wood, Assistant Director, Billing & Revenue Services, Monogram Biosciences.

TELCOR is customer-focused, and providing best practices in customer service is a cornerstone philosophy of our company. Customer service starts immediately and provides many services besides extended product warranty. These services include:

- On-site system reviews
- Semi-annual new version releases
- Phone support
- Database specifications and education
- Monthly case reports
- Regulatory updates
- Implementation and metrics assessment
- Test system
- Extended service agreement support

TELCOR, an employee owned company founded in 1995, is an industry leader in the laboratory point of care and outreach/reference lab markets, providing unparalleled software products and services and exceptional customer support. TELCOR’s proven implementations are performed by clinically experienced, IT knowledgeable resources who understand each customer’s unique environment.

