



■ BACKGROUND

Atlanta based healthcare billing and accounts receivable business division
Heavy acquisition focus to drive growth required frequent branch consolidation efforts

■ CHALLENGES

Branch consolidation project undertaken to increase efficiency and improve inconsistent customer service
Needed to establish a standardized and repeatable process and capability for assimilating and integrating acquired businesses on a regular basis

■ APPROACH

Performed current state and best practice analysis internally and externally to establish benchmarks
Developed the Program Office concept to establish an internal project management center of excellence and on-going capability
Provided a team of experienced project managers to create skill transfer to internal project management apprentices during pilot implementation
Developed and documented national implementation plan and supported rollout

RESULT

Improved the level and consistency of customer service to client organizations driving higher retention rates

Created standardized and repeatable branch consolidation and business integration process improving efficiency

Transferred successful project management skills to the organization

