

# Transforming IT through Process Optimization

## Healthcare Revenue Cycle Management Scale: 1,400 employees | \$325M Annual Revenue

Adonis Partners helped a healthcare revenue cycle management company combat recurring technical issues and staff misalignment, resulting in optimal system performance and cross-functional team accountability.

- ✓ Restructured IT planning and workflows to dramatically increase stability and reduce business risk
- ✓ Instilled cross-functional accountability and root cause analysis
- ✓ Strategically prioritized workflows by enhancing visibility into capacity and business initiatives



**95%**

Reduction in Database  
Related Incidents

**100%**

Policy Compliance Achieved  
for 6 Straight Quarters

**95%**

Say: Do ratio Achieved  
Across 4 Planning Cycles

A revenue cycle management solution provider faced recurring outages, mounting security risks, and an inundated infrastructure team. Customers were experiencing portal outages on a regular basis with failures in key platforms. At the same time, unplanned events such as compliance work, security issues and incidents, were causing additional disruption. After taking a closer look, Adonis found that the infrastructure team was working on over 80 projects with just 50 staff and no formal planning in place. A lack of accountability measures and minimal technology maintenance further intensified issues.

Adonis' expert consultants introduced quarterly demand planning, realigned resources across planned and unplanned work, and implemented **SCRUM practices** like story writing and backlog grooming. Developers and infrastructure engineers were brought together to improve root cause analysis and shift company culture toward shared accountability. Work classification and resource capacity management further aligned the business, technology estate and mandatory work.

This company-wide overhaul provided clear visibility into both processes and capacity, increasing to 80% with a say: do ratio of 95% across 4 planning cycles. Unplanned work disruptions dropped, the technology estate was properly managed, and infrastructure patching achieved 100% compliance with policy across 6 quarters. The client transitioned from an unlimited capacity model with 90 in-flight projects to fixed capacity model with prioritization coming from the business on a quarterly basis. Most notably, database related incidents declined by over 95%, marking a significant turnaround in reliability and performance. Adonis' guidance led to stabilized operations and a team equipped to support growth.