

"Rhyno's sole focus is your success . . . through partnership with your teams in every phase. Our staff puts your needs first."



PROFESSIONAL SERVICES

- ▶ Providing experienced IT resources to healthcare organizations since 2016
- ▶ Sharing our decades of healthcare experience as translators to payers, providers, and patients
- ▶ Ensuring complete understanding, a voice at the table, and ultimate success for every project stakeholder
- ▶ Enabling technical capabilities, clinical optimizations and operational efficiencies through our staff of industry experts
- ▶ Providing Executive Advisory Services
- ▶ Offering Inception, Execution, and Innovation resources

INCEPTION - *Subject matter experts to help understand the current state and future needs of your organization. Our services include:*

- Business Process Management to document current state processes and transform for future state requirements
- Developing your long-term strategy
- Leading Request for Information/Request for Proposal processes
- Supporting the contracting process with selected vendors
- Creating a short and long-term roadmap
- Building the budget required for actual cost of ownership including any related return on investment
- Navigating the communication channels
- Establishing the appropriate governance teams

EXECUTION - *Turnkey services to transform your strategy into action. Our team can adapt to your needs by:*

- Ensuring all requirements of your Program Management Office are satisfied by supplying our experienced program managers, project managers, and project coordinators
- Documenting future state workflows and converting those workflows into the proper requirements by expert business analysts
- Supplying an infrastructure team to certify that the backend servers, network and disaster recovery plans are state of the art, documented, and fully tested
- Supporting full testing of your new system
- Supporting the educational and go-live phases of your program with classroom and/or web-based training
- Providing round the clock command center support including an experienced "at the elbow" team to assist your end users
- Supplying all critical reporting and analytic needs so that reliable and actionable data is available from day one

INNOVATION - *A successful go-live is not the end of the project, but the beginning of an ongoing optimization phase. Our team will protect your investment by:*

- Understanding that focus must remain on post go-live deliverables and future phase requirements
- Implementing additional functionality, advance workflows, data archiving and system decommissioning
- Stabilizing and tuning the new system in the early days of the go-live
- Completing periodic health checks to ensure that the hardware and software is functioning as designed
- Ensuring workflow integration and continued process improvement to meet new clinical, financial, or regulatory needs
- Delivering ongoing reporting, dashboards, and advanced analytic support
- Maintaining the governance structure, workstreams, and communication plan along all the phases and lifecycles of your program

