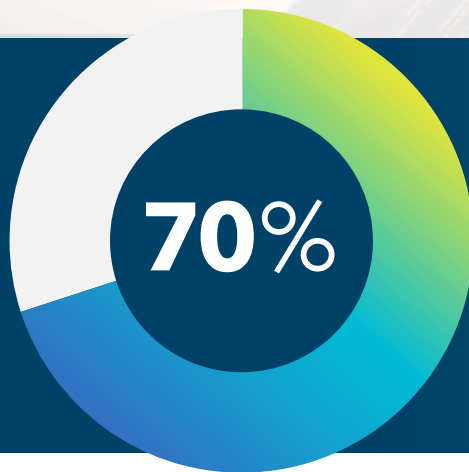


The Missing Piece in **VMS STAFFING**

How Amitech delivered a team of consultants to a multibillion-dollar healthcare payor who quickly needed to make significant changes to their legacy pre-authorization and claims processing systems to onboard a big client and was tired of overpaying for mediocre candidates.



Nearly 70% of enterprise recruiting leaders believe the greatest barrier to a successful staff augmentation engagement is lack of communication amongst hiring managers, their VMS and the selected staffing firm.*

**Bullhorn - Recruiting Software and Applicant Tracking System*



DEFYING THE ODDS

A large, national healthcare payor secured an important contract with a new plan management customer and made commitments to deliver services quickly. The deal included a substantial volume of claims processing, which meant a greater demand on several of the payor's systems, including its legacy pre-authorization system. The payor needed to add development teams to maintain and update the system, which would require a 30-person addition of development capacity. They were starting to lose hope about finding a vendor who could do it all. Not only were turnaround times too long, but the presented candidates were mediocre at best. To add to this, there was zero accountability from the vendors, excessive ramp up timelines were the norm - and there was a complete lack of a partnership. Amitech ensured the customer that we were different from the other staff augmentation vendors they have worked with and promised to be the partner they were looking for to augment their technical staff by being faster, more cost-effective, and agile. The keys for success included: speed, transparency, communication, strong talent, accountability, and deep project and delivery team experience. See the steps Amitech's Strategic Staffing Team took to ensure success for this customer.



RAPID RECRUITING

Amitech met with the customer's team to understand the work, requirements, and day-to-day operations. As soon as we learned the needs, the recruiters at Amitech went to work. After searching and vetting candidates for quality and culture fit nationwide, Amitech's recruiters submitted the best-qualified candidates with building a team in mind. They also presented interview times to be back-to-back-to-back to allow less back and forth and less time wasted, ultimately leading to quicker starts.

Amitech filled high demand positions unique to the customer with speed, talent, and accuracy. After filling the positions, Amitech took the next step to get them onboarded - this allowed the customer to take a step back and not be burdened with this tedious process.



EFFECTIVE ONBOARDING

The team at Amitech onboarded the new healthcare consultants like other successful staff augmentation engagements. The customer found this highly effective because the new group of Amitech consultants was exceptionally prepared on day one. They went through Amitech's highly regarded "Healthcare Bootcamp" - an expert-taught refresher course mandatory for consultants regardless of healthcare experience. The consultants also participated in cultural and teambuilding exercises to better prepare their emersion in both organizations. Additionally, the Amitech team customized the onboarding process to include training on the customer's agile delivery process so the consultants could familiarize themselves with the customer's internal agile processes.

The communication with the customer and consultants never stops. After the engagement started with the customer, Amitech Delivery Leads - healthcare IT experts - continue regular interactions with consultants, including checking in with them to review accountability measures ensuring they have everything required for success. Amitech Delivery Leads work with every consultant, meeting regularly, discussing how things are going, roadblocks, observations, technologies, and more.



ONGOING SUCCESS

Amitech successfully delivered a team of consultants for this healthcare customer that had a unique need using a legacy IT system with agile processes. Our customer and its hiring managers were pleased with the experience of working alongside and partnering with Amitech before the engagement began based on our dedication to accountability. The consultants have been delivering and exceeding the productivity promised to the healthcare customer. The consultative value provided to this national healthcare payor, and every other customer, is unparalleled.

- Understanding the business problem
- Uncovering a solution
- Finding value
- Effectively and quickly recruiting the best consultants
- Aligning a "team" focused on success
- Accelerating ramp-up time
- Building an ongoing pipeline of candidates
- Partnering with customer success and delivery
- Focusing on accountability with a true partnership

Amitech consultants have unlimited access to the entire Amitech team of IT healthcare experts, allowing them to be problem solvers throughout the entire engagement.

CHALLENGE

Staffing companies hold little-to-no accountability for their candidates

Finding a true partner that prioritizes the customer's needs

SOLUTION

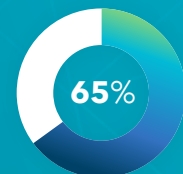
Bringing a team of consultants in, rather than placing individuals one-by-one within the organizations

Working alongside the customer every step of the way - ensuring consultants are set up for success

RESULTS

⌚ **3X** →

3x Faster Turnaround Speed



65% Reduction in Ramp-Up Time

💰 **400K**

\$400K+ in Cost Savings



COMMITMENT TO BUSINESS OUTCOMES

Throughout the staffing engagement, the Amitech team was focused on the customer's business outcomes and aligning success with these objectives.

By building an accountability model driven by mutually agreed results, Amitech and the customer agreed on the metrics for success – ramp-up time and onboarding owned by Amitech and taking accountability for and setting increased productivity and quality targets.

Because of how Amitech structured and executed the staffing partnership, the customer delivered its commitment to its new client, quickly made enhancements to the aged pre-authorization system, and accommodated the large influx of claims volumes, which meant millions of dollars of revenue to the payor.

Quotes

“

The relationship that Amitech has with their consultants is like nothing I have seen before. After going through the onboarding process, and meeting my new teammates, I instantly felt I made the right decision for my career and happiness.”

– **Current Amitech Consultant**

“

We were very pleased with how quickly Amitech turned around the candidates and how considerate they were of our time.”

– **Director Software Engineering**

“

The staffing services from Amitech were the complete package. We were looking for someone to bring in a team of consultants and they delivered above and beyond my expectations. Amitech has been there every step of the way and we look forward to continuing to work together.”

– **VP, Information Technology**