

# Analytics Engagement Model and Service Optimization

## Business Challenge

Our client is a highly recognized health system of inpatient care, outpatient health centers, medical groups and virtual care services. The Clinical Business & Analytics organization wanted to better understand and standardize their core services offering of analytic solutions to enable cost effectiveness, efficiency and quality as well as optimize the engagement model of how those analytics services are delivered.

The key issues that faced our client were:

- Lack of clearly defined and standardized service offerings resulted in clinical and business operations turning to external analytics vendors
- Variable engagement processes and artifacts across teams led to inconsistencies in solution delivery
- Lack of communication on engagement model led to misaligned stakeholder expectation on project involvement

## Client & Engagement Quick Facts

- Led stakeholder and team white board sessions to develop comprehensive listing of analytics services offered
- Developed process workflows with key activities, roles & responsibilities, outcomes and artifacts
- Developed comprehensive analytics services playbook and engagement model with phases, meeting cadence and phase details to bring structure and visibility into process and align expectations

## Our Solution

We developed comprehensive process maps to identify current engagement practices and created an enhanced engagement model to increase efficiency in delivery. We defined activities and deliverables by phase as well as a framework to outline and categorize the spectrum of service offerings.

## Business Benefits

Our client has a robust engagement model to enable consistency in analytics project delivery and achieve better control of the engagement process. With this engagement model, our client has the ability to communicate concepts to cross-functional department, teams, and end user clinicians. In addition, our client has deep insight in types of projects delivered over two quarters and has a well-defined service offering categorization to help standardize how the team engages with the business with a more efficient and transparent approach.

## About Us

**Kenny & Company is a management consulting firm offering Strategy, Operations and Technology services to our clients.**

We exist because we love to do the work. After management consulting for 20+ years at some of the largest consulting companies globally, our partners realized that when it comes to consulting, bigger doesn't always mean better.

Instead, we've created a place where our ideas and opinions are grounded in experience, analysis and facts, leading to real problem solving and real solutions – a truly collaborative experience with our clients making their business our business.

We focus on getting the work done and prefer to let our work speak for itself. When we do speak, we don't talk about ourselves, but rather about what we do for our clients. We're proud of the strong character our entire team brings, the high intensity in which we thrive, and above all, doing great work.

## Who We Are

### **Partner Led**

Our Partners are personally committed to our clients and lead every engagement.

### **Experience, Perspective and Passion**

We average over 20 years in professional services and bring tailored approaches to every client engagement.

### **Focused, Collaborative, High-Impact**

We work side-by-side with our clients in highly focused teams to solve complex business problems.

### **Client First**

Our highest priority is our client's professional and personal success. We believe clients should expect more.

### **Guarantee Our Work**

We guarantee our clients complete satisfaction every engagement every time.

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