

Fortune 100 Health Care Company

Number of Zycron Employees	55	Timeframe of Services Provided	July 1999 – Present
Years as Zycron Customer	5	Average Number of Full-Time Staff Provided	55
Maximum Staff	35		

Zycron was chosen by a Fortune 100 health care company from more than 33 vendors from around the U.S. to provide contract management, information technology services and contractor transition services. Zycron is currently one of only three primary vendors who manage the entire IT contracting process to include vendor management, IT recruiting, staff augmentation, and task management for the health care company.

The Environment

As one of the largest health care service providers in the world, this company faces many challenges in the IT arena to support ongoing operations and strategic initiatives to allow them to remain a leader in health care industry.

In early 2000, because the company utilizes a significant number of contract IT professionals (125-175) to support critical projects, the company implemented a vendor management system and reduced the number of vendors from approximately 65 to 3.

The Solution

In February of 2001, immediately after notification of their selection, Zycron initiated a transition strategy that was designed to ensure their client would have no interruption of service and to lay the framework to ensure Zycron could make improvement to the current service levels. The transition plan included meeting with the client's executives and IT managers to determine priorities, set expectations and establish processes to ensure effective communication and delivery of service. In addition, meetings were arranged with all previous vendors to identify prospective partnerships and to begin planning for an effective conversion of the client's contract resources. During this contract, Zycron successfully converted more than 40 IT professionals and has supplied the client with more than 140 resources. Presently, 54 Zycron staff members are assigned to this client's account. Zycron provides the client support in the areas of application development, data warehousing, database administration, infrastructure and networking, security, business analysis, project management and operations. In addition, Zycron has provided support on various projects including the Lawson ERP implementation, TCS system development and the Kronos implementation.

The Zycron Value

KRONOS: Zycron provided significant support for the Kronos project which involved implementing the Kronos time and attendance solution on an enterprise AS/400 platform and rolling it out to facilities across the U.S. This phased project replaced the time and attendance system deployed on various platforms including UNIX, Client Server, Windows 3.1 and DOS. Zycron project coordinators worked with each facility, vendor and client team to convert facilities in a timely and cost effect manner.

TCS: This system is a custom application developed in-house at the client site to replace a legacy FoxPro-based system used to assist the Corporate Tax department in the preparation of tax returns. The TCS application is a full life-cycle development project using .NET technology to build a Web-based application that is critically needed to support staff in the preparation of corporate tax returns. Zycron had eight staff including several key resources assigned to this project.

Lawson ERP: The company replaced their legacy Human Resource and Payroll systems with the Lawson ERP HR/Payroll suite. The ERP was deployed to more than 200 facilities using a phased approach. Zycron staff participated in various aspects of the project including business analysis, custom development, data migration, system roll-out and system training.

Technology Refresh: Zycron supplied the leads and desktop support staff for 11 facilities for the client's first technology refresh. Zycron teams were charged with replacing non-intelligent terminals and printers with PCs and new printers. Zycron managed the actual assessment of each facility, documenting and recording the existing network connections and equipment and coordination of the implementation.

The Zycron Value

Zycron's ability to exceed the client's expectations for IT staffing and outsourcing services under this contract is demonstrated in the fact that Zycron met all service level requirements, did not increase rates during the first three years of the contract even though the contract allowed for annual rate increased of 5%, and the renewal of this contract. In addition, the new contract was expanded to allow Zycron to provide support for their facilities nationwide.