

HealthFirst Streamlines Requirements Documentation & Cuts Software Release Time with CaseComplete

“Even if you only use a fraction of what CaseComplete can do, it’s impossible not to achieve a return on your investment. HealthFirst has been able to achieve the gold standard for the right way of doing requirements because CaseComplete makes it so easy.”

– Tom Tomasovic, Director of IT Business Analysis, HealthFirst

Every day, more than half a million people trust New York-based HealthFirst to connect them with the care they need to keep themselves and their families healthy. As one of the fastest-growing health plans in the United States, HealthFirst prides itself in providing outstanding customer service to both its members and its healthcare providers.

Seeking a Solution

Because of HealthFirst’s intense focus on customer service, when the company saw an opportunity to improve customer service and internal business processes by enhancing its customer relationship management (CRM) system, they knew it needed to be done the right way.

“This was a big project with a lot at stake,” says HealthFirst Director of IT Business Analysis Tom Tomasovic. “Our CRM system was written 12 years ago to track phone conversations with our members, but there were a lot of other folks within our organization that needed to track their contacts with members, providers, vendors and internal staff.”

Company: HealthFirst
Headquarters: New York, New York
Industry: Healthcare

Company Information

- Offers affordable, quality care for plan members in the New York area
- Serves more than 500,000 members
- Provides access to more than 20,000 providers
- Established in 1993

Business Benefits Realized with CaseComplete

- Creates consistent and accurate application requirements documentation.
- Cuts time between software releases from 12 weeks down to 4 weeks.
- Promotes communication between analysts, programmers and business unit heads.
- Generates polished requirements documentation with one click.
- Streamlines project management by tracking accomplishments and milestones.

Immediately, Tomasovic understood the status quo for creating software requirements wouldn’t be enough to effectively produce a useful, updated CRM system. In the past, the HealthFirst team of eight IT analysts had used Microsoft Word and Excel to capture business

requirements, functional specifications and change requests. However, this approach was becoming increasingly cumbersome and time-consuming. “Without a purpose-built requirements gathering tool, every time you make a change you are recreating the wheel,” says Tomasovic.

Recent research and data also supported Tomasovic’s decision to improve HealthFirst’s requirements-gathering process. According to the 2009 IAG Consulting Business Analysis Benchmark report, 75-percent of organizations waste more than one in three IT development and implementation dollars due to poor requirements maturity.

Uncovering a Better Way

While discussing this challenge during a business analysis training course, Tomasovic’s instructor recommended the use-case software program CaseComplete by Serlio Software. Tomasovic downloaded the software’s free trial version and was impressed by its ease of use and affordable price tag.

It didn’t take long for HealthFirst to purchase CaseComplete and begin putting it to use. According to Tomasovic, the entire analysis team picked up the solution quickly thanks to the software’s descriptive tutorials and its intuitive layout and organization. “We were able to become productive very quickly by linking the software to our standardized forms and using CaseComplete to generate great-looking requirements documents.”

Requirements Done Right

CaseComplete helped enhance the accuracy and consistency of requirements throughout the CRM project’s requirements-gathering process. For example, the Dictionary feature provided a simple way to organize terms

and data definitions. And because there were so many business units that would be using the system, the analysts especially appreciated the modular capabilities of CaseComplete. “My team could focus on one requirement at a time and get it nailed down,” says Tomasovic. “That’s a world away from being in the middle of a Word document and not knowing where you are going.”

“Without a purpose-built requirements gathering tool, every time you make a change you are recreating the wheel.”

– Tom Tomasovic, Director of IT Business Analysis, HealthFirst

Tomasovic’s team also welcomes CaseComplete’s straightforward, integrated approach to gathering and maintaining requirements. “CaseComplete standardizes the format for reporting project issues,” says Tomasovic. “Plus, everything is integrated into one system instead of living in separate documents or even separate systems.”

With the requirements in place, HealthFirst uses CaseComplete to verify and validate requirements for the application being built. According to Tomasovic, it’s also invaluable as a tool for maintaining application requirements. “All the requirements are filed, classified and prioritized, so we can easily produce reports listing the requirements for the current release, as well as requirements for previous and future releases.”

Opening Communication

With CaseComplete, HealthFirst was also able to enhance communication between developers, analysts and business users. The software makes it simple to produce reports with a push of the button; reviewing those reports was an easy way for the business unit subject matter experts to prioritize the huge number of

requirements needed for the new CRM system. “The internal customers we were designing this application for were able to review and prioritize requirements within 24 hours,” says Tomosovic. “Previously they’d had to examine numerous lengthy documents, which resulted in a lot of time-consuming ‘back-and-forth’ discussions.”

Communication with HealthFirst’s upper executives also benefited from the high-level reports generated by CaseComplete, which provide an overview of the project status without too many technical details. In addition, the software communicates important project-management information to the analysis team.

Project Cost Fact

75% of organizations waste more than 1 in 3 IT development and implementation dollars due to poor requirements maturity.

Source: 2009 IAG Consulting Business Analysis Benchmark Report

Building a Better Future

Today, HealthFirst has successfully implemented its new CRM system and is simplifying the process of creating release updates with CaseComplete. “We can now put together a release in three to four weeks versus three to four months, because we have a complete library of requirements in place,” says Tomosovic.

HealthFirst plans to expand its use of CaseComplete in the future by employing its test case functionality, putting together a high-level overview of each major system in a reusable library and making the software available to the company’s 60 programmers. Overall,

Tomosovic says he’s impressed with everything he’s been able to achieve with CaseComplete.

“The investment is so small, even if you only use a fraction of what it can do it’s impossible not to achieve a return on your investment,” he says. “We’ve been able to achieve the gold standard for the right way of doing requirements because CaseComplete makes it so easy.”

About HealthFirst

HealthFirst was established in 1993 and is sponsored by some of the most prestigious and nationally recognized hospitals and medical centers in New York. It is one of the fastest-growing health plans in the U.S. with over 500,000 members and a network of more than 20,000 providers. Its mission is to provide affordable, quality care for the communities they serve and improve the effectiveness of healthcare delivery by partnering with providers and reinvesting in member hospitals.

About Serlio Software

Serlio Software was founded on the principle that enterprise tools should be reasonably priced and easy to use – a radical idea at the time. Their flagship product, CaseComplete, embodies that principle. It helps teams gather, organize and communicate requirements – allowing them to come to agreement about what a project is going to deliver, faster than ever. Serlio Software was founded in 2002 and is located in Wauwatosa, Wisconsin.

For more details about this customer experience or the products offered by Serlio Software, please contact feedback@serlio.com or visit our website at www.casecomplete.com.