Challenge

Ranked among the nation's most integrated healthcare systems, Indianapolis-based Community Health Network (CHN) is central Indiana's leader in providing convenient access to exceptional healthcare services – where and when patients need them – in hospitals, health pavilions and doctors' offices, as well as workplaces, schools and homes.

Community Health Network first implemented PeopleSoft 9.2 in 2015. Currently in use in the PeopleSoft Financials/Supply Chain Management (FSCM) pillar are General Ledger, Payables, Billing, Receivables, Grants, Contracts, Project Costing, Asset Management, eProcurement, Purchasing, Inventory, Cash Management and, in parallel with this engagement, Lease Administration was updated for compliance to new accounting standards. CHN also uses PeopleSoft Human Capital Management (HCM).

CHN wanted to get current on the latest PUM Image, provide new features to the end users and put a plan in place to adopt PUM updates on a regular basis.

Solution

MIPRO used proven methodologies from previous PeopleSoft PUM update projects to bring CHN FSCM modules from 9.2 Image 19 to Image 27. Through this approach, CHN and MIPRO conducted demo and fit gap workshops, built and maintained CHN's business requirements list, designed the approach for data conversion, built test scripts and conducted system testing, created training materials and conducted training classes, created cutover procedures, assisted with go-live, provided post production support, created system reconciliation procedures, and provided knowledge transfer to CHN's business and technology users.

Success was achieved because of active CHN project leadership, structured governance, dedicated project team members, effective scope management, proactive team communication, detailed cutover/deployment plans, and comprehensive testing.

The PeopleSoft Lease Administration update was executed in parallel to the PUM update project. CHN now has an integrated solution to manage lease payments for all of its real estate and equipment leases. Using the automated solution and delivered reporting, CHN is compliant with FASB ASC 842 regulations.

Organization
Community Health Network

Business
Healthcare provider

Location
Indianapolis, Indiana

Facilities
200 sites of care

Employees
16,000

Established
1956

Engagement Focus
FSCM PUM Update (PI 19 ---> 27)
Lease Administration

Length of Engagement
6 months

Outcome

The PeopleSoft 9.2 FSCM PUM update project was delivered on time and under budget. As a result, Community Health Network updated their PeopleSoft environments with all bug fixes and enhanced the business process with key new PeopleSoft features and functionality.

During the project, significant PeopleSoft knowledge transfer took place between MIPRO and the Community Health Network team members. Through this project, with dedication from all parties, the key project deliverables were met and CHN successfully established an approach to manage PUM updates moving forward.

Finally, thorough testing and documentation resulted in a minimal amount of issues at go-live and reduced any post go-live rework.

In Their Own Words

Brian McConnell, VP Finance, Community Health Network
We had a very positive experience working with MIPRO during our Financials PUM update project and Lease Administration implementation. They focused on knowledge transfer, constant communication and worked hard to meet our deadlines. They came in under budget and had stellar customer service.

Glenn Berryman, Director, IT Business Solutions, Community Health Network
The MIPRO team genuinely cared about the outcome and truly understood the key challenges we were working to resolve. MIPRO was driven by customer success while responsibly managing costs and partnering with our internal team.