

ins·pi

# HEALING TECHNOLOGY THROUGH ENTERPRISE ARCHITECTURE

Learn how one of the largest US  
Healthcare providers revitalized  
their processes through  
digital transformation

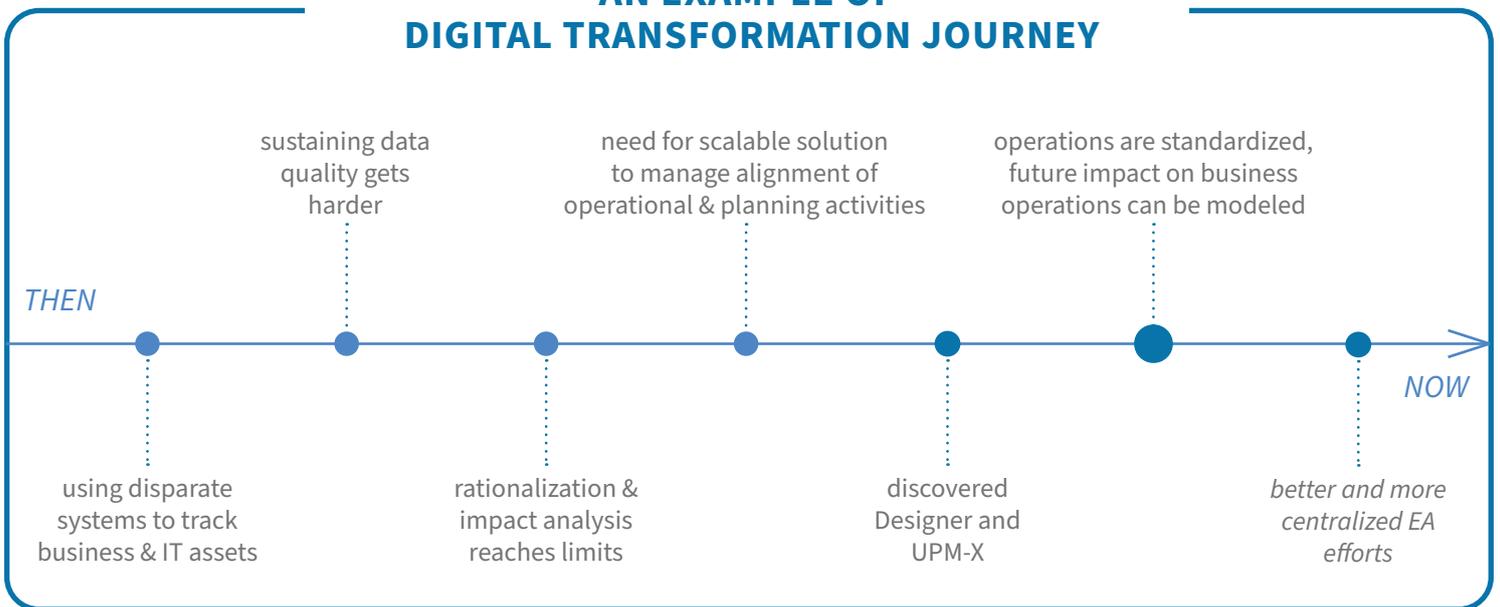


# ABOUT

This ins-pi client is a not-for-profit healthcare provider, that offers ambulatory and acute health services and other medical services through hundreds of clinics and hospitals in Western United States and additional affiliations in other areas with over thousands of caregivers. It has proven medical expertise and innovation that advances clinical sciences while benefiting the communities served.

Assisting patients in achieving their best health outcomes requires thinking outside the box and being an early adaptor of new technologies, e.g. telehealth services. Designing and managing these patients' services and intricate underlying technologies requires a deep understanding of their interdependencies. That's where Enterprise Architecture comes in place.

## AN EXAMPLE OF DIGITAL TRANSFORMATION JOURNEY



# CHALLENGES

The enterprise recently merged with three other organizations in alignment with their expansion and growth strategy, which put it alongside exciting opportunities to modernize certain aspects of its business operations. Up to this point, they had been using disparate systems, including spreadsheets to track business and IT assets, giving stakeholders a broad view of business operations. However, the old spreadsheet method was no longer viable. Managing the additional amount of data and sustaining a high data quality across the organization for

rationalization and impact analysis needed to be addressed.

Equally pressing was the compliance challenge of operating in the healthcare field. Governance and compliance regulations meant that the enterprise required normalized data that is both governed and accurate. The team quickly realized that a scalable solution is needed to manage the alignment of operational and planning activities.

# SOLUTION

To address these challenges, the Director of Enterprise Architecture and his team actively scanned the market for a solution that brings all operational information together with the plans and governance required. Traditional tools promising an integration across various systems are not practical and require regular customization to the point where it would become very costly. Instead, the team decided to go with ins-pi and their solutions Designer and UPM-X, which run 100% within the ServiceNow platform and do not need any integrations and customizations.

ServiceNow was already selected as a strategic platform providing a big amount of the required operational data. With ins-pi solutions, it became

a full Enterprise Architecture Management (EAM) solution, blending the current and future states in a single, secure platform.

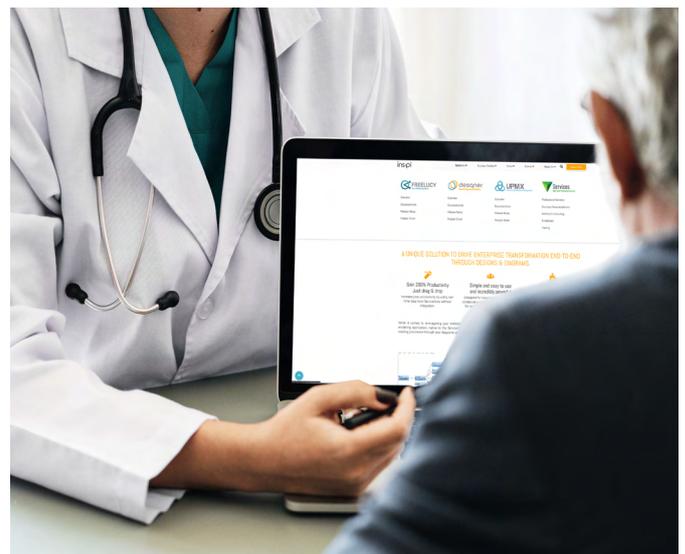
The Director of Enterprise Architecture concluded that from a solution architecture and application architecture perspective, Designer fulfilled all their needs. It allows them to manage their technology portfolio from the cradle to the grave. Architects can enter planned changes and scenarios into the solution early in the lifecycle and identify the impact they will have on the rest of their ecosystem.

***“We’re using UPM-X to rationalize our portfolio and standardize our ecosystem to remove redundancy and reduce cost,”*** Director of Enterprise Architecture

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***“What ins-pi is allowing us to do is to manage everything from an IT service to a shared business service, and all those things working together to deliver better patient outcomes.”***

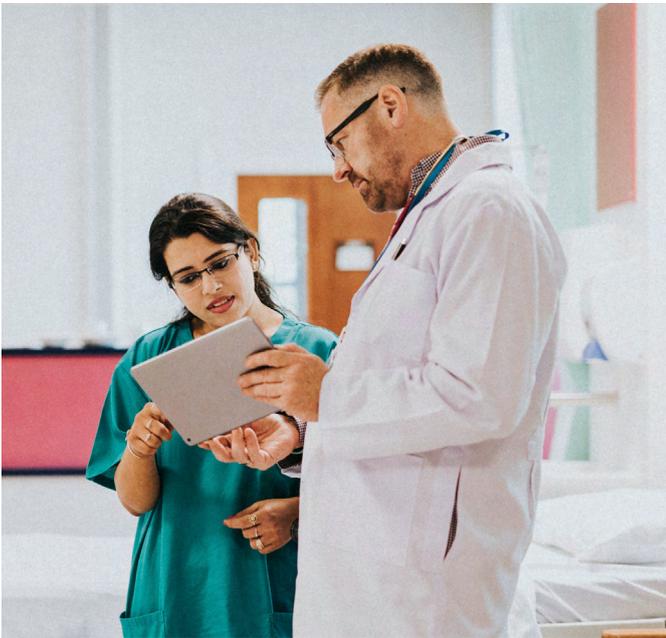
Director of Enterprise Architecture



# OUTCOME

After implementing Designer and UPM-X, this acclaimed healthcare provider could take a holistic and proactive approach with its enterprise architecture in a way that was never before possible.

Through ins-pi solutions, the enterprise can now standardize everything they're doing and make operations run more seamlessly, enabling them to serve their customers quicker, more efficiently, and more effectively. "Now any time we have an idea, or another team says, »Hey, we have this use-case«, we can pull out the model that can translate those business use cases into how we would deliver that. This heals the internal technologies required to provide our core capabilities in much better alignment with the expectations of our patients, so they become healthier much quicker."



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***“The biggest benefit we’re seeing is that we don’t have to worry about integrations between our architecture solution and other sources now. Finally, we have an authoritative data source which just simplifies our lives.”***

Director of Enterprise Architecture

# CONCLUSION

Faced with mounting enterprise architecture challenges resulting from recent expansion, this premier healthcare provider turned to ins-pi to help modernize its Enterprise Architecture landscape. Leveraging ins-pi’s solutions Designer and UPM-X on ServiceNow, it could establish a single source of truth that unifies the operational and planning layers.

This enables the enterprise to standardize operations and model new initiatives to show the future impact on business operations.

Ultimately, this capability better serves its customers, which means better patient outcomes.

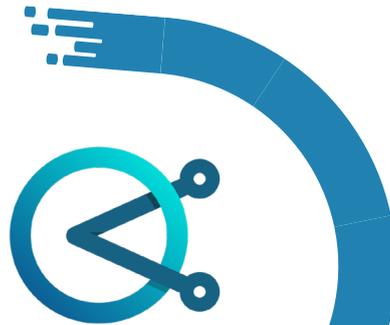
# WHAT ELSE YOU CAN ACHIEVE WITH INS-PI PRODUCTS

ins-pi is a software manufacturer with core competencies in enterprise architecture and transformation management. Selected as a TOP 100 Innovator in Germany, we draw our innovative strength from the dialogue with our 300+ customers, partners, and employees.

As a ServiceNow technology partner, ins-pi is exclusively developing applications on the ServiceNow platform. FREELUCY, Designer, and UPM-X are 100% Built on Now, which means that they are certified, secure, and part of the ServiceNow suite.

Create, remap and delete relationships easily with our free visual relationship editor. FREELUCY's drag & drop simplicity will ensure that it can create only allowed relationships.

<https://www.ins-pi.com/freelucy>



**FREELUCY**

Create diagrams and models, like in Visio, but with real-time access to your tables & data in ServiceNow. Creating current state diagrams for impact analysis or future state diagrams for planning purposes is just at your fingertips!

<https://www.ins-pi.com/designer>



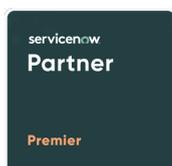
**designer**

UPM-X elevates ServiceNow to a full-blown enterprise architecture management platform. It becomes a unique solution bringing the planning and operational layers together, without any integrations.

<https://www.ins-pi.com/upmx>



**UPM·X**



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