

# Facets™ Consulting Services

Experienced People  
Proven Approaches  
Technology Expertise

## Implementation Assessments and Planning

- Scope and Requirements Definition
- Identify Gaps and Resolution Paths
- Identify Project Risks and Mitigation Strategies
- Evaluate Process Improvement Opportunities
- Develop Strategies, Plans and Estimates

## Project Management

- Plan, Organize and Initiate Projects
- Manage Project Activities, Interdependencies and Resources
- Communicate Progress and Resolve Implementation Issues
- Coordinate and Optimize Time lines, Resources and Costs

## Business Process Optimization

- Identify Process Improvement Opportunities
- Document and Flowchart As-Built and Future-State Process Models
- Re engineer Workflow and Implement Process Improvements

## Requirements Analysis and Configuration Design

- Develop Facets™ Configuration Strategy and Work Plan
- Gather and Document Business and Technology Requirements
- Design Global and Detail Configuration
- Implement Configuration

eHealthPartners' consultants are highly trained and deeply experienced in the Facets™ family of healthcare solutions. Our consultants bring an average of over 10 years of product and healthcare industry experience to successfully meet and exceed your Facets™ and NetworX™ consulting, implementation, integration and upgrade goals. Our Facets™ Consulting Services include:

### Implementation Assessments and Planning

Any implementation project is only as successful as the up-front planning that goes into it. We leverage our experience and best practices from leading over 30 Facets™ implementations to help you determine the scheduling, staffing and budget necessary to successfully implement the portfolio of Facets™ products that support your business and strategic objectives. Our functional planning activities involve exposing functional gaps and recommending resolutions, identifying project risks and developing mitigation strategies to avoid budget, resource and scheduling overruns.

### Project Management

eHealthPartners consultants have extensive experience with managing the complex array of activities associated with successfully implementing and integrating Facets™ and its associated software suites such as NetworX Pricer™. We develop comprehensive project plans and leverage proven methodologies and best practices to enable thorough and continuous project management, assuring that all implementation and migration activities are completed within schedule and budget.

### Business Process Optimization

The key to unlocking the potential of Facets™ involves improving your business processes. We help your organization prepare for change by analyzing how you do business today (the As-Is) and how you plan to conduct business in the future (the To-Be). Our consultants have deep knowledge and expertise related to payer industry trends, process improvement methods and tools, and business processes. We collaborate with your team, clarify your goals and help determine the changes necessary to achieve the optimal integration of people, processes and technologies.

### Requirements Analysis and Configuration Design

An effective and efficient business configuration is essential to ensuring that business requirements are satisfied. We are experts at driving out business requirements, identifying gaps and implementing creative solutions. Our Facets™ configuration strategy, refined over numerous implementation projects, is a proven approach to delivering the optimal business configuration for your organization.



## Technical Consulting

- Facets™ Technical Assessments
- Enterprise Architecture Design
- Application Development
- Information Management and Reporting Development
- Extension, Data Conversion and Interface Development

## Testing

- Create Facets™ Testing Strategies and Scenarios
- Build and Maintain Test Plans
- Manage Unit, Integration and User Acceptance Testing
- Performance Testing

## Training

- Training Needs Assessments
- Training Content Development
- End-User Training Customized to Your Business Processes

## Post-Implementation Optimization

- Review System Configuration
- Analyze Key Business Processes
- Verify Claims Payment Accuracy
- Assess Application Performance
- Identify Training Gaps
- Database and System Performance Tuning

## System Upgrades

- Identify Functionality Gaps in Current Applications
- Determine how Gaps will be Addressed in your new Release
- Evaluate new Application Functionality and Business Process Improvement Opportunities
- Develop a Facets™ Upgrade Strategy and Project Plan
- Provide on-site support during the Upgrade

## Technical Consulting

Combining technical expertise with healthcare and Facets™ experience, our Technical Consultants can assess your Facets™ applications, network, security and supporting infrastructure to ensure that your Facets™ system performs as expected, and is available, reliable, secure and optimized for performance. Leveraging low-cost, high-value offshore partnerships, we provide expert data conversion and custom development services to fulfill your data conversion, interface, extension, report development, operational data store or data warehousing needs.

## Testing

Performance shortcomings in software result in lost revenue, increased costs and customer dissatisfaction. Traditionally, less than 50% of application functionality undergoes unbiased functional, performance and integration testing before deployment. Effective application testing enables validation of all implementation decisions. eHealthPartners uses proven testing approaches and tools that allow your organization to ensure that your Facets™ software performs as expected.

## Training

Training is a critical requirement for business process and Information Technology effectiveness. eHealthPartners provides a range of flexible, role-based training programs delivered by deeply experienced instructors who know how to leverage all of the Facets™ applications' capabilities to maximize user adoption rates and drive to more efficient utilization of the system.

## Post-Implementation Optimization

eHealthPartners offers a variety of services to assure that your organization is getting the most out of your new or upgraded Facets™ system. Business Optimization reviews help ensure that your organization is taking maximum advantage of the power and capabilities of your Facets™ applications. Configuration Audits validate that your Facets™ solution is configured to optimize processing and throughput. Technical diagnostics assure that your technical environments and infrastructure are optimized to support your business needs and processes.

## System Upgrades

Clearly understanding the differences between your current application version and your new version, and how these differences will affect the way you do business is a critical first step in upgrading your Facets™ software. eHealthPartners helps you plan and manage your Facets™ upgrade, identify gaps between your current version and the new version and provides the support needed to successfully migrate to the new version.

For more information on how eHealthPartners' Consulting Services can help maximize the return on your Facets™ investment, please call 678-387-6330 or visit us at [www.ehealthpartners.com](http://www.ehealthpartners.com).

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