

Client Success Story

Statewide Healthcare System Builds New Hospital and Funds Strategic IT Initiatives



Client Profile: MaineGeneral Health is a comprehensive non-profit system that features acute care hospitals, outpatient clinics, and physicians' practices, nursing homes, and home health agencies. Its flagship facilities are the two main campuses of MaineGeneral Medical Center, featuring 192 inpatient beds and nursing homes with more than 250 beds in all.

Industry: Healthcare

Geography: Headquartered in Augusta and Waterville, Maine

Revenue: \$323 million

Employees: 4,200

Applications: PeopleSoft 8.9 Financial Management Solutions (FMS) including Assets, Billing, General Ledger, Inventory, Payables, Project Costing, and Receivables

Technology Platform: Intel-based IBM eServers



"Every dollar we save with Rimini Street gets strategically realigned to help us provide the best healthcare in Maine."

Danny Burgess
Chief Information Officer
MaineGeneral Health

MaineGeneral Health is unleashing a blitz of innovation from cutting-edge hospital facilities to a patient portal and mobile applications for more responsive patient care.

Client Challenge

MaineGeneral Health CIO Danny Burgess is just getting started. "Our recently completed hospital, The Alford Center for Health campus of MaineGeneral Medical Center in Augusta, is the newest, state-of-the-art facility here in the state of Maine," says Burgess. "We've done massive redesign and new construction over the past few years, and now we are focused on leveraging those efforts and gaining maximum value as related to technology in healthcare."

Burgess has expanded his team because the demand for technology expertise in healthcare continues to escalate. For example, the CIO and his group are pushing to finish new systems around meaningful use and ICD 10 standards. Recent innovations included implementing nurse call management alerting systems that use wireless devices and voice recognition. The challenge now is to integrate seamlessly with EMRs and aggregate population health management data to enable appropriate risk-based contract decisions. "How can we identify patients that might be rising in risk and put more care management into place for those patients? That all requires strong communication systems, smooth integration across service lines, and heavy technology components," says Burgess.

The Rimini Street Solution

Helping to make all this innovation possible is the savings MaineGeneral Health continues to accumulate from switching to Rimini Street from vendor support in 2009. Burgess explains: "Could I relate the money we've saved with Rimini Street to one specific task, operation, or project? Probably not. But the six figures of savings of the past several years has absolutely been utilized to support either growth of staff, or to fund various projects related to our strategic initiatives."

Benefits

- **Funded Innovation with Savings:** MaineGeneral Health has leveraged the dollars saved from switching to independent support into strategic projects central to the healthcare provider's mission.
- **Experienced a Higher Level of Support:** CIO cites engineers' responsiveness, depth of expertise, professionalism, and overall quality of service.
- **Stabilized on Robust PeopleSoft 8.9 Release:** Avoiding needless, expensive upgrades enables IT to focus attention and resources on vital initiatives in healthcare technology.

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For More Information

To learn more about MaineGeneral Health or to read other client success stories, visit www.riministreet.com/clients.

"Take, for example, the Alford Center for Health, our new regional hospital that was built over a five-year period. All of that was done after we moved to Rimini Street. Every dollar we save with Rimini Street has probably two or three voices speaking for it, and every dollar we save with Rimini Street gets strategically realigned to help us achieve our mission. So it's been a win-win with Rimini Street, and we've certainly gotten our money's worth out of the initial investment we made with PeopleSoft."

MaineGeneral Health has stabilized on PeopleSoft 8.9 Financials supported by Rimini Street and is not planning to upgrade to PeopleSoft 9. Burgess is glad to be off of what he calls the continuous loop of forced upgrades that he says "create challenges, additional expense, and inefficiencies like constant new learning curves."

Client Results

CIO Burgess says, "In terms of a return on investment, Rimini Street has more than paid for itself. It's something that has never been second-guessed and I would do it again in the blink of an eye, without question." But he recalls being initially skeptical when presented with Rimini Street's novel value proposition. "I was concerned about moving away from the original designers of the software: were we going to be sacrificing subject matter expertise? Was Rimini Street big enough, was their talent pool deep enough to be able to support our ongoing needs as they change over time?"

Speaking with current Rimini Street clients helped allay those concerns. "Rimini Street clients told me problem resolution was top-notch, with good documentation and feedback, very responsive in nature, and provided the appropriate level of subject matter expertise required to troubleshoot, diagnose, and resolve any issue.

"I'm someone who tends to say, 'If it looks too good to be true, then it probably isn't true,'" Burgess continues. "Well, I felt Rimini Street was too good to be true, and yet it was true. It was right on. It has delivered everything it said it would, everything we needed it to."

During its structured onboarding process, Rimini Street works with the client to establish clear roles and responsibilities with guidelines and communication protocols that forge strong working partnerships with the client's teams upfront. Burgess calls onboarding with Rimini Street "one of the most streamlined, organized, and well executed transitions we've ever had. Our technical team was very quick to connect with the proper members of the Rimini Street support team. Great communication lines were established very early on in the process, and from our end users' perspective, the migration of support services was completely invisible — it's almost like nothing changed in terms of them getting the proper support they need. But on a daily basis, Rimini Street is much more responsive than the support we were receiving through the vendor. We've had P1 and P2 issues that Rimini Street has handled quickly and smoothly. In my mind, that's a remarkable performance."

Worldwide Headquarters

3993 Howard Hughes Parkway, Suite 500, Las Vegas, NV 89169, USA Phone: 702.839.9671 Toll-Free 888.870.9692
riministreet.com [linkedin.com/company/rimini-street](https://www.linkedin.com/company/rimini-street) twitter.com/riministreet

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