Strategic transformation Health Care systems provider being acquired by PE investor

THE CLIENT
The UK Health Care Systems division of a Fortune 100 specialised in developing and delivering Electronic Patient Records and Patient Administration Systems for NHS.

THE CHALLENGE
As part of preparations of divestment to new PE owners there was a requirement to transform the software development and delivery organisation (225 FTE), review and optimise end-to-end processes and present a strategy and roadmap to enhance system quality, time to market / reduced implementation cycles and improve customer experience.

THE SOLUTION
- Analysed what was causing the poor quality and time to market for systems and implementations. - - It was identified that lack of requirements control, poor change management control, significant resource gaps and WASTE in NPLC were the main problem areas.
- Defined how to standardise operating procedures, reduce the number of software versions and introduce system integration testing to improve product quality in EPR / PAS systems for NHS.

RESULTS
- Delivered new SW development strategy
- Defined new end-to-end development organisation
- Introduced Agile / Scrum development
- Improved testing methodologies
- Implemented system version and configuration control
- Handed over a strategic plan to new owners (PE backed)

TESTIMONIAL
Programme Director on Executive Management Board:
I worked with Bjorn for a short period, but in this time, he clearly demonstrated his ability to identify strategic priorities and to gain support for these priorities from multiple stakeholders. He is highly experienced and very professional and someone I would like to work with again in the future.