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SUCCESS STORY

Major Pharmaceutical Company Increases Capacity 44%, Availability 100% and institutes ITIL standards

CLIENT: Our client is one of the largest providers of specialty retail pharmacy services in the United States. They specialize in the sale of high cost drugs for the recurring treatment of chronic and potentially life threatening diseases. Client's services help simplify the difficult and often challenging medication process for patients with a chronic disease and help ensure that patients receive and take their medication as prescribed.

CHALLENGE: Business demands were growing exponentially and surpassing the ability of Client IT to support the demand.

SOLUTION: DALCO performed an assessment and GAP Analysis utilizing our ACSM™ (Availability, Capacity and Scalability Methodology). This process included Client's forecasts and future business needs. Several scenarios were created including linear and geometric progressions. DALCO was able to recommend a solution that exceeded Client's requirements utilizing several modeling tools including a Decision Tree and Multiple Regression Analysis.

RESULTS:

Client Health adopted DALCO recommendations with the following results:

- Availability increased 44%
- Capacity increased 100%
- Project was completed on schedule and under budget
- Overall ROI for this project exceeded 300%
- ITIL standards were achieved to assist Client in reaching a level 3