



PO Box 137
Henderson, CO 80640
303-227-0181
info@milehighnet.com

Project Management Case Study

Background

Policy Studies (PSI) provides outsourcing, technology and consulting services that assist health, human services and justice organizations enhance performance and improve the social and economic well-being of the children and families these programs serve. Founded in 1984, PSI employs more than 1,700 employees across 70 United States locations with headquarters in Denver, Colorado.

The Challenge

PSI acquired a new company called Dental Health Administrative and Consulting Services (DHACS), which managed government-provided health services at the state level. DHACS, located in Chicago, employed 100 onsite customer service representatives and an additional 170 contractor representatives in Texas.

The new business was responsible for managing Government Health Services (GHS) member account information for three state government customers: Florida, Georgia and Indiana. In addition to its state customers, DHACS had several business partners that connected to its network, which required secure, real-time access to the data.

PSI wanted to separate its three customers serviced in the Illinois facility. Operations for its Florida customer and 200 customer service representatives would be moved to that state. Key project parameters included:

- The chosen IT consulting firm would manage the entire network installation project with minimal participation from PSI staff.
- Normal business hours (10 hours a day, 5 days a week) would not be interrupted. The customer service representatives and the client's customers would have uninterrupted access to their data during normal business hours.
- The large database of information (200+ GB) had to be moved from Chicago to Florida during a weekend.

- The installation timeframe was exceptionally tight. Network installation would occur simultaneously with building construction so operations could begin when construction was complete.

The Result

Mile High Networks, Inc. was retained to manage the entire transition, including project management and coordination, and the technical tasks required to make the migration successful. The company developed a detailed project plan using information from an analysis conducted earlier in the year (see Acquisition Case Study). The project plan reflected all of the processes required to move the customer service center to Florida without disrupting services to any of PSI's three customers. The \$1.6 million project plan and implementation, covering hardware equipment, software licensing and labor, included:

- Technical specifications and budgeting for data and voice equipment and applications.
- Acquisition of all equipment and software from various vendors.
- Coordination of equipment delivery during building construction.
- Installation and configuration of all data systems equipment and software.
- Management of data-circuit installation and configuration of related equipment.
- Technical assistance to telephony vendors for voice services used in the call center.
- Coordination with PSI headquarters, the DHACS Chicago facility, vendors, partners and customers.
- Management of the cutover to the new facility to ensure real-time data access during business hours.
- Management of technical issues after the Florida facility began operation.

On the first day of business at the Florida facility, all of PSI's customers, vendors and partners were able to attain their required data to meet their own deadlines.

Company Testimonial

"Sue Fuqua, with Mile High Network, provided exceptional service and expertise during crucial implementations as we brought on new sites. She also established processes and procedures for our operations team to ensure consistent and reliable practices in serving our clients. Her ability to augment our staff, with little ramp up time, was invaluable. Sue's wealth of experience, knowledge, and customer focused service has been much appreciated."

*Nancy Starling Ross
Senior Vice President
Policy Studies Inc.*