Transforming human capital, financial and supply chain management to drive multi-billion dollar business growth

Client’s challenge

A leading home healthcare and hospice services provider grew from 2,500 to 17,000 employees and experienced a more than tenfold increase in revenue over three years. Because of this significant organic and acquisitive growth, the company had outgrown the manual processes and legacy business systems supporting internal operations. Additionally, one of the company’s major business challenges was to improve the sourcing, recruiting, and retention of clinicians.

The company needed to upgrade its outdated processes and business systems with a solution that would support its growth strategy, including diversification of revenue sources. At the same time, it needed a way to source, manage, and retain the clinicians needed to drive enterprise growth and use this as an opportunity for competitive advantage going forward.

The healthcare provider partnered with PricewaterhouseCoopers (PwC) to undertake a human capital, financials, and supply chain management initiative that addressed the business transformation and implementation of new business processes and enabling technology.

PricewaterhouseCoopers’ Advisory solution

To deliver a high-quality, high-value solution, PwC deployed a team of specialists from across the Firm to deliver industry-specific and technology-specific solutions. PwC’s Healthcare Industry group brought experience on healthcare business processes and procedure, such as healthcare-specific financial reporting, as well as leading practices for how healthcare organizations should report and manage finances and how they should be organized to best recruit, retain, and staff their workforce. PwC’s Oracle team brought leading practices for software solutions and implementation methods as well as how to utilize the latest Oracle technology and map it to leading practices within the healthcare industry.

Impact on client’s business

PwC structured, planned, and is currently managing the ongoing transformation initiative, including implementation of Oracle/PeopleSoft 9.1 Human Capital Management (HCM), Financial and Supply Chain Management (FSCM), and...
Enterprise Portal. When the project reaches completion, the client will be positioned to take on multi-billion-dollar business growth, with the following benefits:

- Streamlined business processes for the sourcing, recruiting, and retention of top talent
- A flexible chart of accounts structure that improves financial reporting and supports future reporting needs (e.g., segment and product reporting)
- An integrated application platform that greatly reduces manual processes and increases data integrity and transparency
- A technology infrastructure sized for at least 4x growth

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