

Better prepare projected IT budgetary expenditures, control contract renewal costs and eliminate the hassle and headache

Management



The Organization

Founded by Dr. Albert Freiberg in 1890, Freiberg Orthopaedics and Sports Medicine is the tri-state's oldest practice employing 15 doctors across three locations throughout greater Cincinnati.

In 1994, the Freiberg Spine Institute was created, better serving back patients and nationally recognized in furthering the development and implementation of techniques to correct problems of the spine. Freiberg's doctors are very active in the development of computer-assisted spinal surgery and the development of injections designed to provide relief for spinal pain.

Physicians within the practice founded one of the original MCO's in Ohio. Freiberg's success at getting people back to work is best seen by knowing that since the Bureau of Workers' Compensation began ranking MCO's on their ability to return injured workers to jobs, 3-HAB has been ranked number one.

The Challenge

Freiberg Orthopaedics' Information Technology staff depends on several technology providers to support their practice. Solutions include Cisco, Veritas, Citrix, McAfee, HP and St. Bernard Software. IT Administrators had a number of different maintenance agreements with different renewal dates. To maintain support levels required for their infrastructure and end-users, Freiberg Orthopaedics had to sit down several times each year to evaluate the sometimes unclear and confusing agreements - usually more than ten instances annually typically accounting in excess of 30 hours of IT time.

The Solution

Digital Controls Technology Services Group defined Freiberg Orthopaedics assets and respective support, maintenance, subscriptions, and licensing. Coverage levels and options were then evaluated properly assessing customer requirements and offers. A consolidated contract was then setup, whereas contracts were migrated to a single co-terminus cycle. A periodic scheduled review verifies continued value.

Contract Management Services allow us

to reallocate IT budget dollars so we can

move forward with other IT directives.



The Result

Freiberg Orthopaedics has streamlined many IT contracts allowing them to determine the true value of support and more effectively manage renewal terms and conditions to improve efficiencies. A single renewal date for varying contracts helps control costs, properly mitigating coverage levels. Enhanced visibility helps to identify which contracts to continue and which to eliminate.

- Eliminated 90% of assessment processes, reducing needed IT hours by over 65%
- Reduced expenses through right-sizing appropriate contract levels
- Cut contract expenses with reserve inventory over costly support agreements

Freiberg Orthopaedics can better plan their IT directives, control costs and better prepare IT budgetary items through structured Support Contract Management without adding expenses.

Support Contract Management

Scope

During the course of managing any IT organization, various technologies are employed to satisfy your company's mission.

You accumulate a variety of systems, software, devices, and tools over time. With each come various levels of support, subscription services, term maintenance, and/or licensing contracts.

Since you have been acquiring these technologies over time, you find that your contracts come due for renewal and payment at different times over the year.

Each month you begin receiving multiple invoices from different vendors with varying terms. You have to determine if the need for the contract exists and at what level of support you require.

An overburdened IT organization is further taxed by managing all of these contracts and is likely making inconsistent decisions on the service levels or support required from vendors to meet your service level agreements for your user community.

How can you consolidate all of these contracts into more manageable cycles?

Here's how it works:

- Together with you, we define your asset list
- Document current support, maintenance, subscription, licensing suppliers
- Determine which vendors can be supported by Digital Controls (those that cannot can be added to the schedule to keep them on track for the customer)
- Evaluate current coverage levels, needs, and options by vendor
- Assess customer requirements versus offers
- Set up a consolidated contract
- Migrate contracts as soon as possible to be co-terminus (dependent upon vendor offers and the customer's desire to have a consolidated invoice)
- Manage proper contract adjustments based on customer assets & vendor program changes
- Schedule and administer a periodic review