

Decision Story Daptiv PPM

INGENIX | CONSULTING

About Ingenix

Ingenix Consulting is a premier, data-driven consulting organization in health and human services. The organization has over 1,000 consultants with experience working with hospitals, physicians, health plans, employers, government agencies, and pharmaceutical companies. No other consulting firm operates on this scale with an exclusive health and human

Decision Stories – Why Daptiv?

Interview with Don Gleason, Managing Director of Program & Project Management

What drove your company to look into collaborative business software? What were your motivations, and what were your business needs?

I was brought on to Ingenix to build a structured, customer-centric project and portfolio management (PPM) practice. Though there was a range of project software tools in place such as SharePoint, Excel spreadsheets, Microsoft Project Server and Microsoft Project Desktop and OpenAir, they lacked rich collaborative capabilities to foster collaboration internally and externally (directly with clients). We felt that Microsoft Project Server and Microsoft Project Desktop were missing components – they were broad but not deep. OpenAir was used for internal project accounting purposes but it didn't have any actual project management capabilities.

What process did you go through to select a vendor?

We looked at many potential solutions, but it quickly became clear that Daptiv had many of the key ingredients we were seeking. We wanted a single software solution that was driven by collaborative features, with adequate breadth and depth to arm project management, resource management, and drive customer satisfaction. Because we're in the healthcare industry, it was also a priority to find a vendor that could stand up to rigorous security standards.

We were impressed by the Daptiv PPM capabilities and wanted to look into bringing in Daptiv PPM for Ingenix.

In addition to Daptiv, did you look into other collaborative business software providers? If so, which ones did you look into and why did you choose Daptiv?

In addition to Daptiv, we also looked into CA-Clarity, HP-PPM, and others but we felt that there was no drive or justification for the software and the associated expense.

We chose Daptiv due to the following factors:

- Very cost-effective
- Secure (It's great that Daptiv has ISO 270001 certification)
- Collaboration-rich functionality and breadth and depth
- Community forum with the ability to provide product feedback
- Great experience with the people at Daptiv

How do you hope to use Daptiv PPM?

We will be using Daptiv PPM to manage global PMO projects, focusing on strategic clients/accounts and collaborating with personnel, consultants and clients. Our clients in particular like the concept of working together on projects and that there will be a greater understanding through the whole project process, understanding there will be no surprises and a lot more flexibility – while producing tangible results.

The American Recovery and Reinvestment Act (ARRA) of 2009 is an economic stimulus package where we are finding large scale project opportunities with public sector clients, particularly with Health Information Exchanges (HIE), Electronic Health Record (EHR) deployments, HIPAA 5010 / ICD-10 remediation, and the Medicare/Medicaid recovery program/project areas.

I've already written my 3rd RFP where Daptiv PPM is a major program management tool in our toolkit. For mature project management organizations, it's a big bonus that Daptiv PPM is being used to manage processes and engagements. It's something that really sets us apart from other consulting companies and a compelling market differentiator for us. Overall, we're excited about the new level of control Daptiv PPM will give us, along with the added customer confidence.