

BUSINESS ANALYST REDUCES BACKLOG

CREATES CUSTOM COMMUNICATION FOR HEALTHCARE ORGANIZATION



CARDINAL HEALTH NEEDED AN IT CONSULTANT TO OVERSEE EDI DELIVERY IMPLEMENTATION AND ASSIST IN SYSTEM SET UP

THE CLIENT ►

Cardinal Health, a major healthcare institution based in Dublin, Ohio, needed assistance managing the electronic transmission of business documents from one computer application to another, and managing nearly 1,000 backlogged customer tickets. Cardinal Health requested an IT resource from PSI to manage the project.



THE SITUATION ►

Kwesi Fred Boakye has been in partnership with PSI since November 22, 2021, when he was hired to support Cardinal Health as a Business Analyst.

Fred was tasked with EDI delivery implementation, which is the electronic transmission of business documents from one company's computer application to another company's computer application. The EDI Delivery Implementation Team at Cardinal Health is responsible for prepping EDI Request liaising with the

client to validate exactly what needs to be setup [per the client's request].

Fred aided the team in verifying that all of the system setups were correctly in place and working properly. He worked with the client and various software vendors to resolve any issues that arose after the system setups were completed.

Fred learned several business acuments over a short period of time in order to help bring down the huge backlog of EDI requests.

THE GOALS ▶

The team was tasked with reducing nearly 1,000 backlogged customer tickets to less than 500 in a three month time frame, as well as assist in the set up of the new health system, which involved onboarding and transitioning the client group.

"I have been a part of a team that has helped to reduce its backlog of customer tickets from almost 1,000 to less than 500 within a period of 3.5 months," commented Fred. "I have accomplished my first custom communication/connection build."



THE RESULTS ▶

- Reduced backlog of customer tickets
- Custom communication build between Cardinal Health and Epic Willow
- More efficient response-time



- Improved system for more sufficient client and partner experience
- Successful EDI delivery implementation

"They [PSI] made my onboarding process easy and smooth without a hitch," he said. "My paychecks have always been on time and never delayed.

PSI submits you to the right clients and they follow through to make sure your hiring process is stress free."