Highspring

SUCCESS STORY

How a health system cut $1.7M in IT costs through application rationalization

How an application rationalization strategy and playbook helped prioritize 100+ applications to decommission

CLIENT
A SE-based academic health system

SERVICES
Advisory & Strategy

AREA OF EXPERTISE
Application Rationalization

INDUSTRY
Healthcare

Challenge

Through merger and acquisitions and system replacement projects, an academic health system in the southeast developed a sizable catalog of redundant applications. To achieve the return on investment (ROI) associated with the M&A and system replacements and reduce technical debt, the client's Information Solutions (IS) team needed to assess, prioritize, and decommission 100+ applications – without disrupting operations or IS.

Solutions

Highspring partnered with IS and business area leaders to facilitate broad adoption of an application rationalization and decommissioning strategy and playbook. These methodology and tools allowed the client to efficiently plan and execute the review and rationalization of applications and platforms in a manner that is efficient, broadly understood and endorsed, minimally disruptive to end users, and mitigates risk. This approach gave them the tactics to solve their immediate problems, and the tools to continue solving future challenges.

Taking a programmatic and pragmatic approach, the playbook and tools focused on a portfolio view, and included measures of success, costs/ROI, governance, and communication tools. We also ran a current state assessment, focused on Application Portfolio Management system deployment. We developed and initiated a strategic pathway to increase use of tools, and to deploy additional capabilities.

Impact

A tabletop exercise for a decommissioning target application helped validate assumptions and uncover additional risk. The analysis revealed hard savings of approximately $1.7M over 10 years. The savings, cost avoidance and risk mitigation provided the program with immediate credibility and executive support.

The client's IS team continues the decommissioning work as part of the Enterprise Resource Planning (ERP) implementation and is using the playbook and tools to prioritize and plan for 50 applications to be decommissioned. Additionally, the project management office (PMO) has incorporated the decommissioning methodology into new system implementation projects to proactively measure ROI and ensure redundant legacy applications are removed from the environment.

$1.7M
In savings over 10 years

> Highspring understood we needed a strategic approach to planning and executing application rationalization and decommissioning. Using their proven methodology, they worked with us to establish a programmatic approach, enabling us to manage our IT assets efficiently. Because of this work, we are able to realize immediate and long-term savings and have the capability to do this work ourselves.

Applications Architect