

## Case Study

# Engineering Partner Transition and Migration

## Client Requirements

Client is a provider of mobile safety, health monitoring and patient engagement services. Client was dissatisfied with its existing engineering partner and sought to relocate its business to another technology partner. CitiusTech was chosen to provide application development, QA and maintenance services for client products while mitigating vendor transition risks.

## Solution Schematic

Risk Assessment and Planning	Partner Transition	Long Term Relationship
<ul style="list-style-type: none"><li>Business continuity risk</li><li>Cost risk</li><li>IT environment risk</li><li>Knowledge transition Risk</li><li>Legal risk</li><li>Formulate risk mitigation strategy</li><li>Plan vendor transition process</li></ul>	<ul style="list-style-type: none"><li>Phased transition approach</li><li>Infrastructure setup</li><li>Documentation exchange</li><li>Key resources identification and retention</li><li>Shadow vendor interactions</li><li>Knowledge transfer sessions</li></ul>	<ul style="list-style-type: none"><li>Ownership of application development, QA and maintenance</li><li>New product roadmap</li><li>Go-to-market strategy for products</li><li>Legacy technology migration</li><li>Adapt to changing market trends</li></ul>

## CitiusTech Solution:

- Identified and mitigated vendor transition risks through a transparent, calibrated plan
- Identified key resources at the existing vendor, and demonstrated to the client, that if hired by CitiusTech, would ease change process
- Held interviews along, with the client, with functional and technical experts at existing vendor
- Shadowed the client during vendor interactions for knowledge transfer
- Performed phased transitioning from existing vendor a gradual ramp-up of CitiusTech team

## Value Delivered

- Ensured that business proceeded as usual with CitiusTech's risk mitigation strategy
- Leveraged CitiusTech's rich expertise in healthcare workflows, with a team of 10 FTE, to enable effective transition

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## About CitiusTech

CitiusTech is a provider of healthcare technology services and solutions to medical technology companies, providers, payers and life sciences organizations, with over 2,500 professionals worldwide and serving over 75 healthcare organizations globally. CitiusTech's services and solutions include healthcare software development, healthcare interoperability, regulatory compliance, BI/analytics, consumer engagement, care coordination and population health management. CitiusTech helps customers accelerate innovation in healthcare through a number of solutions and accelerators for clinical quality reporting, healthcare big data, cloud computing, mobile health and predictive analytics. With cutting-edge technology expertise, world-class service quality and a global resource base, CitiusTech consistently delivers best-in-class solutions and an unmatched cost advantage to healthcare clients worldwide.

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