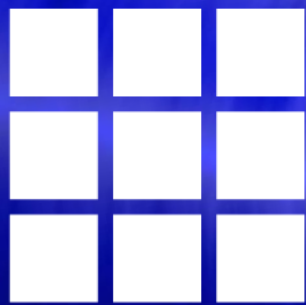




**Citius
Healthcare
Consulting**

Transforming core claims migration outcomes

Accelerating roadmap
execution and enterprise
performance



The Background

A regional Third-Party Administrator (TPA) had recently attempted a core claims system migration. However, following an unsuccessful 18-month implementation effort, the organization faced serious operational breakdowns, most notably a CEO change, frustrated staff and clients, and cost overruns amounting to tens of millions of dollars. The disruptions stemmed from undisciplined and inconsistent project management practices, multi-vendor dependencies, unresolved prerequisite problems, and complex migration issues. The client engaged Citius Healthcare Consulting to reassess its implementation strategy, develop a robust migration roadmap, and accelerate enterprise transformation while eliminating cost overruns and restoring stakeholder confidence.



The Consulting Approach

Using its proprietary migration acceleration methodology, Citius Healthcare Consulting executed a structured, collaborative approach



Root cause analysis

Reassessed client's implementation plan & identified critical gaps across project governance, vendor coordination, and prerequisite readiness



Cross-functional collaboration

Established governance across vertical and horizontal workstreams, aligning internal and external stakeholders to drive accountability and execution



Roadmap framework

Developed a comprehensive migration roadmap prioritizing efficiencies, strategic capabilities, and enterprise transformation goals



Phased execution

Sequenced 43 roadmap projects with defined KPIs, timelines, and resource plans—eliminating cost overruns and accelerating performance delivery

Business Outcomes

- Eliminated cost overruns across the migration program
- Sequenced 43 roadmap projects aligned to 84 guiding KPIs
- Established governance across 7 workstreams to drive accountability
- Prioritized 304 capabilities to accelerate enterprise transformation

The Solution

Citius Healthcare Consulting delivered targeted tools and frameworks to enable sustained operational stability



Defined a comprehensive Capability Matrix covering 450+ core claims system capabilities



Established governance structure and KPI catalog to drive accountability across workstreams



Implemented a sequenced roadmap of 43 projects aligned to prioritized capabilities and resource plans



Applied Smart Start planning and execution tools to accelerate migration and eliminate cost overruns

Impact

Through a disciplined migration roadmap methodology and close collaboration with client and vendor teams, Citius Healthcare Consulting restored operational control and program governance. The engagement eliminated cost overruns, accelerated roadmap execution, and built a foundation for sustained performance and improved client experience.





Thank You

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Citius Healthcare Consulting is a trusted partner to Healthcare and Life Sciences organizations, enabling them to navigate through their toughest business challenges.

We bring deep expertise in healthcare and life sciences, leveraging our experience as industry leaders to help clients envision the future of healthcare. By combining our digital expertise, we drive transformation into the future of healthcare.

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