ALLEGIANT HEALTH: ITaaS CASE STUDY

ALLEGIANT HEALTH®

Allegiant Health Selects ITaaS Model for JDE Support

ALLEGIANT HEALTH IS A RAPIDLY GROWING MANUFACTURER OF PHARMACEUTICAL AND NUTRITIONAL SUPPLEMENT PRODUCTS WITH GLOBAL DISTRIBUTION EXCEEDING 50 MILLION UNITS ANNUALLY.

Moving to an ITaaS support model for our JDE operations has saved money and allowed us to focus exclusively on the growth of the business.

Executive Summary

Allegiant Health had recently implemented EnterpriseOne 9.1 after many years of using a legacy system. They had a small IT staff without any JDE expertise so elected to use their implementation consultants for ongoing support after go live. It became clear that this service model was not providing the transparency or responsiveness they required. They decided to switch to Allari's ITaaS model which provided them with the 6 different JDE skillsets needed for less than the cost of one FTE resource along with being fully transparent and responsive.

About the Client

Allegiant Health is a rapidly growing company widely recognized for its expertise in the manufacturing and marketing of quality pharmaceutical and nutritional supplement products. Allegiant's continued investment in technology and its cultural emphasis on quality has enabled the company to quickly evolve into an industry powerhouse. Allegiant currently offers over 66 different OTC and nutritional supplement products and annually manufactures over 2.5 billion dosages and ships over 50 million units of finished, packaged products around the globe.

The Challenge

Allegiant Health had recently implemented JD Edwards 9.1 to replace their legacy systems. They required CNC, Database, Development, Business Analysis (Finance, Manufacturing and Distribution), skillsets which they did not have within their small IT staff. Hiring a team was not a viable option, so they used their implementation consultants for ongoing support. The support model used non-utilized project consultants to provide the day to day needs, but they were not always available when required. Additionally, the support for the system administration (CNC and Database) did not provide enough transparency into the work being done to justify the monthly fees. A lack of responsiveness and difficulty quantifying their support investment required them to look for a better solution.

The Solution

Allegiant Health selected Allari's ITaaS solution for JDE support which includes System Administration (CNC and DBA), Business Analysis (JDE Finance, Distribution and Mfg) and JDE Development, all delivered in an "as-a-Service" format, where the customer is only charged for what they actually use. This solution gave them access to a team of 10 resources with all the required skillsets, but at far lower cost than if they tried to duplicate the team in-house. A dedicated Allari Support Manager ensures Allegiant is provided with the support, transparency and response they require, while continually adapting to future needs.

Resource Model
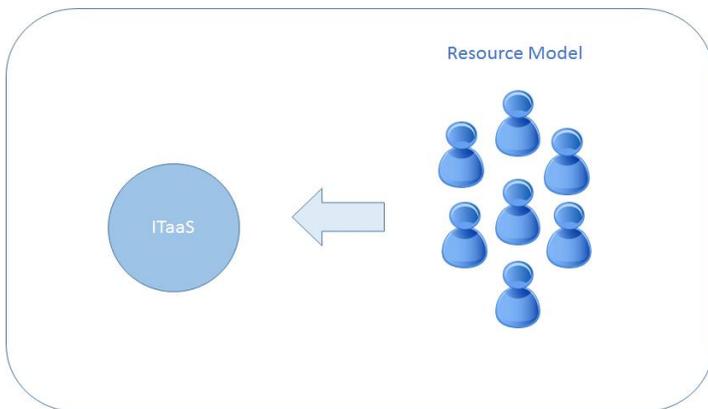
ITaaS

The Results

Allari's solution provides Allegiant Health with over 6 required skillsets, saving them 80% compared to staffing themselves. As their business grows, the ITaaS solution is able to flexibly scale without any gaps or recruiting costs.

ITaaS Cost

Savings of 80%

Resource Model Costs
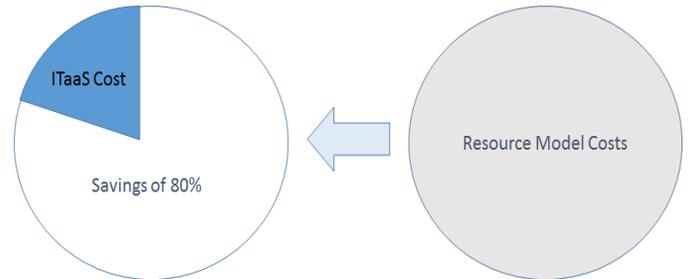
Allari's online help desk tracks all activities and cost in real-time, and also provides monthly reports to show where Allegiant's dollars are going. In addition, the proactive execution of best practice maintenance tasks has decreased their need for CNC support activities by 50% across two years of service, which is a 61% reduction in costs from using the original support services of their implementation consultant.

CNC/System Admin Costs

Cost

Months

1 2 3 4 5 6 7 8 9 10 11 12
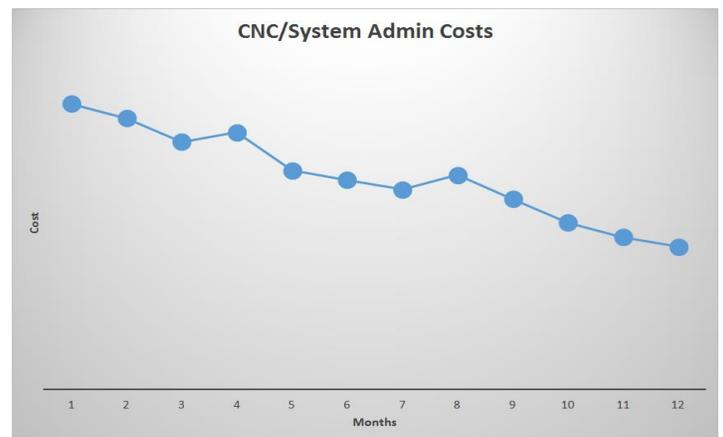
As additional technical objectives have been presented, Allari's available roster of talent has been available to provide solutions as needed; such as implementing and training their team on a low cost Business Intelligence solution using Microsoft BI, which has enabled them to better access and analyze transactional data within JDE and resulted in the elimination of 1200 hours of effort needed to gather and assemble the required data manually.

allari

- SYSTEM ADMINSTRATION/CNC SERVICES
- JDE ENTERPRISEONE SUPPORT
- ON-DEMAND DEVELOPMENT
- BUSINESS INTELLIGENCE/ANALYTICS