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Scott McFarland,
CEO, Awarix, Inc. +



COMFRAME CLIENT CASE STUDY

INDUSTRY

Software for Hospitals

SERVICES DELIVERED

Enterprise Project and Portfolio Management [EP2M] Services

MAJOR BENEFITS

- ✓ Ability to visualize, track and control implementation processes for a large geographically-dispersed team
- ✓ Predictable and repeatable software implementation processes
- ✓ Project team scalability increase
- ✓ Faster implementations
- ✓ Reduced costs



CLIENT SNAPSHOT

Now an integral part of McKesson Corporation, Awarix is an award-winning provider of patient care visibility software to the healthcare industry. The Awarix solution is designed to drive an efficient, high-quality experience for each hospital patient while providing real-time feedback to the care team for better management of hospital capacity and patient throughput.

awarix

ComFrame EP2M Practice Prepares Awarix for Sixty-Fold Increase in Hospital Software Sales

Client Background

The Awarix software application is a robust, scalable enterprise patient care visibility solution that transforms information from a hospital's spectrum of disparate systems into a single, intuitive, touch screen-enabled graphical user interface. Information aggregated from clinical and administrative applications is displayed in real-time on electronic "whiteboards" that enable caregivers to quickly identify patients with orders pending or critical lab results, view patient locations and wait times, see discharge status and room availability, linking RFID and ultrasound technologies. All of this information can then be aggregated into key performance indicators to drive workflow and process improvement.

Business Challenge

In July 2007, McKesson Corporation acquired Awarix to enhance its robust suite of hospital software offerings as a compelling and differentiating front-end application. Overnight, the Awarix salesforce exploded from six people to include the more than 400 McKesson sales representatives already working in the field. Awarix's need for repeatable, predictable sales and implementation processes with clear management visibility changed from a moderate need to a strategic mandate.

Much like the U.S. military, whose troops operate across numerous world fronts, Awarix needed a centralized "lens" through which to focus, visualize, track and control the many projects of its geographically-dispersed field implementation teams while maintaining a decentralized and empowered management process. Awarix's technological foundation and accelerated market acceptance drove the need for predictable implementation processes to ensure client success and revenue recognition. Awarix leaders determined that implementations, historically averaging six calendar months in duration, needed to be completed in as little as four months beginning in 2007.

▶ *"I can now multiply our field teams' execution capacity while reducing the implementation cycle to maintain client satisfaction."*

*Bobby Middleton,
COO, Awarix, Inc.*

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Project Approach

Awarix chose ComFrame Software Corporation to help them address this complex and urgent need. ComFrame delivered a combination of software and services, known as "Awarix Delivery Field Glass," to raise the level of scalability for professional services groups tasked with implementing the Awarix software. ComFrame solution analysts established processes and applications that helped Awarix:

- ✔ Embrace strategic priorities and existing methods to create a new Awarix enterprise project management discipline
- ✔ Achieve greater visibility across client-focused delivery activities
- ✔ Enable enhanced revenue recognition and predictability

The solution recommended and designed by ComFrame was adopted by core Awarix field implementation project managers, enabling them to fully define repeatable implementation templates that could be applied across all existing and future projects.

Business Results

Within one month of introducing Awarix Delivery Field Glass, the joint ComFrame/McKesson/Awarix team was able to standardize their solution rollout process as a repeatable, predictable implementation methodology. "I can now multiply our field teams' execution capacity while reducing the implementation cycle to maintain client satisfaction," said Bobby Middleton, chief operations officer for Awarix. The new implementation approach and project visualization capabilities give Awarix the capability to tap into hundreds of existing McKesson customer organizations that will

be able to more rapidly and consistently benefit from the Awarix front-end patient care solution.

Shortly after rollout, Delivery Field Glass helped Awarix accelerate a solution sale at a leading national provider of medical informatics visualization services.

"ComFrame's thought leadership in major software delivery is a valuable asset for Awarix," said Scott McFarland, CEO of Awarix. "We can't possibly attract and retain employees with their level of expertise in enterprise project and portfolio management. Awarix stands to gain significant expansion into the McKesson client base thanks to ComFrame's EP2M practice."

COMFRAME

precision software innovation

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About ComFrame

Since 1997, ComFrame Software Corporation has delivered more than 200 elegant projects for clients in diverse industries across the southeastern United States, helping them reduce IT complexity and successfully deploy modern architectures and applications that improve business agility and efficiency. From offices in Birmingham, Alabama, Nashville, Tennessee and Beijing, China, we deliver a broad range of custom solutions and packaged business applications. More than 70 architects, software engineers and project managers make up our highly skilled team.

