

# Project 2013 Customer Solution Case Study



## Cancer clinics improve project management with cloud-based solution

### Overview

**Company:** e+CancerCare

**Company website:**

[www.epluscancercares.com](http://www.epluscancercares.com)

**Company size:** 270 employees

**Country or region:** United States

**Industry:** Healthcare

### Company profile

e+CancerCare offers high-tech healthcare to patients in rural communities through a network of 12 outpatient cancer care clinics and 10 PET Imaging Centers.

### Business situation

To streamline its frequent oncology software upgrades, the company sought a project management system.

### Solution

e+CancerCare adopted Microsoft Project Online to gain cloud-based project management capabilities, avoiding the expense of purchasing and maintaining on-premises servers.

### Benefits

- Save up to US\$50,000 on server investments costs
- Track tasks and projects more easily
- Cut time engineers spend on administrative tasks
- Work flexibly with mobile access to project data
- Reduce project work variances and durations

“With Project Online, e+CancerCare has reduced the variances of project durations by 29 percent.”

Matt Zaloba, IT Project Manager, e+CancerCare

e+CancerCare offers high-tech healthcare to patients in rural communities through a network of 12 outpatient cancer care clinics and 10 PET Imaging Centers. To streamline its frequent oncology software upgrades, it sought a project management system. e+CancerCare adopted Microsoft Project Online to gain cloud-based project management capabilities, avoiding the expense of purchasing and maintaining on-premises servers. Its project estimates are now more accurate, and IT managers spend less time on administrative tasks.





Matt Zaloba  
IT Project Manager  
e+CancerCare

## Situation

e+CancerCare believes that the best place to receive care is within a patient's own community, surrounded by a caring team of doctors, nurses, staff, family, and friends. The company strives to put patients and families first by offering physicians and hospitals the financial and operational support they need so they can focus on delivering the highest quality of cancer care.

Founded in 2002, e+CancerCare has 270 employees who work from 12 outpatient cancer care centers and 10 PET Imaging Centers located in eight states. e+CancerCare struggled to organize deployments and upgrades to the oncology software used by the company's clinics. The clinics use the software to track patients' treatments, medical billing codes, copayments, cost sharing, insurance company billing, HIPAA compliance data, and Medicare and Medicaid billing. To complicate matters, the oncology software upgrades are issued frequently as software improvements are made or as regulations and billing codes are changed.

IT Project Management at e+CancerCare is responsible for upgrading this critical oncology information system. Upgrades must be made across the company's clinic network without interrupting clinicians who need to continue to provide quality care to patients. Each upgrade is a big endeavor, which is managed by more than a dozen team members. All told, the IT department handles 20–30 projects a year with 7–10 projects actively running at any given time.

e+CancerCare wasn't using an enterprise-wide project management system, but the company knew that it clearly needed one.

## Solution

e+CancerCare began evaluating various project management programs before trying Microsoft Project Online. The company's IT consultant and Microsoft Partner Network member with a Gold competency in Project and Portfolio Management, Campana & Schott, recommended the solution and offered to provide extensive upfront planning and training for e+CancerCare employees.

e+CancerCare had a crucial decision to make: whether to invest in servers to house the system on-premises or to move directly to the cloud. It chose the latter. The company reasoned that by choosing Microsoft Project Online, it could try out the new system more quickly and more affordably. Project Online is a flexible software-as-a-service solution for project portfolio management and everyday work that's delivered through the Microsoft Office 365 suite, a set of cloud-based communications and productivity services. Servers would have required an initial investment of up to \$50,000. In addition, e+CancerCare estimated that about 5 percent of an IT worker's time would be spent maintaining the servers. By using a cloud-based solution, e+CancerCare could deploy and test the project management system with a smaller initial investment and therefore assume less financial risk.

"With Microsoft Project Online, we could see whether the system worked for us, and it did. If it didn't, we could easily move away from it," says Matt Zaloba, IT Project Manager at e+CancerCare. The company didn't run the risks associated with making a large investment in servers, and it avoided continual investments in maintenance and electricity.

Although this was the first experience e+CancerCare had using a comprehensive

project management system, the company's principals were quite familiar with project management software, which they had used previously. Their familiarity with project management made the whole process go smoothly. The deployment took less than a month. Two Campana & Schott employees, each working part-time, were able to deploy the system and train the teams slated to use it.

Initially, e+CancerCare is using Project Online to manage its IT projects. IT managers can use Project Online to track projects, see employee schedules, prioritize tasks, and avoid over-allocating work to any one employee. For the most part, the company is managing IT projects aimed at maintaining enterprise security and scalability, but it is also using the solution to evaluate joint-venture agreements and new acquisitions.

Daniel Dinucci, Senior Consultant at Campana & Schott, says that its role as partner was first to determine what e+CancerCare needed and identify the gaps to be addressed. The company recommended its Best Practice Package, a project portfolio management (PPM) tool that includes a set of dashboards backed by a workflow process that, alongside user training, aims to produce high-quality, reliable data. The tool is designed to work well for organizations of all sizes, across industries. "The dashboards are quick to set up and require little to no customization," says Dinucci. "Our tremendous industry experience allows us to deliver our BPP with a quick-start approach, significantly decreasing the amount of time and investment for our customers to deploy and become operational. The training and administration are easy and straightforward. Campana & Schott is dedicated to creating a partnership to help and support the client to achieve long term

PPM goals and objectives." Following the initial planning, Campana & Schott then helped deploy the solution, train users, and provide manuals and related documentation.

## Benefits

e+CancerCare is using Microsoft Project Online to improve the accuracy of its project estimates and reduce the amount of time spent on administrative work. Employees appreciate the timely, flexible access that the mobile and cloud-based solution offers.

### **Project forecasting is twice as accurate**

The company has improved its ability to estimate how long a project will take. In the first six months after deployment, the difference between the estimated time that a project would take and the actual time it took, known as "project work variance," was reduced from 54 to 25 percent. This means, on average, that the company's projections are now twice as accurate as they were.

### **Administrative time reduced by approximately 35percent**

e+CancerCare has seen the amount of time spent on administrative tasks reduce dramatically. This is especially true for tasks that were assigned to the engineering team. "The time needed to administer, follow up on tasks, and to check up on completed tasks has decreased thanks to Project Online," says Zaloba. In addition, the company is benefitting from reporting using Excel Web Services. "We use Excel, which is very pliable and flexible, and point it toward a data source to extract meaningful data," explains Zaloba. Employees use Excel Web Services as a place to track active projects and see a quick summary of a project's status.

## For more information

For more information about Microsoft products and services, call the Microsoft Sales Information Center at (800) 426-9400. In Canada, call the Microsoft Canada Information Centre at (877) 568-2495. Customers in the United States and Canada who are deaf or hard-of-hearing can reach Microsoft text telephone (TTY/TDD) services at (800) 892-5234. Outside the 50 United States and Canada, please contact your local Microsoft subsidiary. To access information using the World Wide Web, go to:

[www.microsoft.com](http://www.microsoft.com)

For more information about Campana & Schott services, visit the website at:

[www.campana-schott.com](http://www.campana-schott.com)

For more information about e+CancerCare services, visit the website at:

[www.epluscancer.com](http://www.epluscancer.com)

## Flexible access to project data from different browsers and devices

With Project Online, e+CancerCare employees are able to access the project management system whenever and however they like. "I use a mobile Android device and Microsoft Office 365," says Zaloba. "So when I get an email with an administrative request, like changing someone's password, I can take care of it on my smartphone. Different browsers and devices don't pose any issues for us."

## Future opportunities to streamline operations

Given the success of the deployment, e+CancerCare is now considering extending Project Online to other company operations. It is studying whether to use the solution for complex areas of clinical and financial operations and for incident management.

## Microsoft Project 2013

The new Project Server 2013 and Project Online offer flexible solutions for project portfolio management (PPM) and everyday work, delivered either on-premises or as an online service. Enable your workforce to effectively execute with the intended business value to achieve strategic priorities with Project Server 2013. For more flexibility, take your PPM capabilities into the cloud with Project Online subscriptions through Office 365 as an always-up-to-date service with simplified IT management. Project Online and Project Online with Project Pro for Office 365 help your team deliver value from virtually anywhere.

For more information go to:

[aka.ms/project/success](http://aka.ms/project/success)

### Software and services

- Microsoft server product portfolio
  - Microsoft SharePoint Server 2013
- Microsoft Project Online
- Microsoft Office 365
  - SharePoint Online
    - Excel Web Services
- Hardware
  - Dell Computers

### Partners

- Campana & Schott