

HEALTH GOVERNMENT AGENCY

Business architecture, analysis, and project management services

The study involves a major player in the healthcare sector, managing dossiers with enormous and complex stakes. The dossiers comprise the entirety of a vast population and must also elicit engagement from healthcare professionals. The organization also administers numerous public healthcare programs, while managing an important information asset that it must make readily available to other organizations and various actors in the healthcare network. Accordingly, the organization's information technology sector employs several hundred people.

Client's need

For more than eight years, the organization has turned to Alithya primarily for strategic needs, for both its business and technology sectors.

The mandates entrusted to Alithya include the evolution of concepts and tools related to the client's enterprise architecture, as well as strategic planning and alignment support provided to the various directorates of the vice-presidency responsible for information technologies. Additionally, Alithya has assisted the client with the implementation and/or harmonization of robust business and IT solutions capable of handling large volumes of sensitive data, taking customer experience into account and ensuring adaptation of those solutions to the magnitude of the organization.

Key advantages

- > Functioning in synergy and harmony with the client's staff in order to quickly, pragmatically, efficiently, and cost-effectively implement solutions.
- > Agile delivery in a government environment, facilitating change and accelerating digital transformation.
- > Implementation and review of business and technology solutions from a client perspective, ensuring a more user-friendly experience and encouraging employee and external stakeholder engagement.
- > Provision of expert advisors to address security and legal issues.
- > Strategic and operational risk management at all levels, enabling significant cost reductions.

Results

SUPPLIER OF CHOICE

Alithya has made specialists in a variety of fields available to the client, capable of being quickly operational and familiar with methodology concepts applied within the public sector. Alithya's specialists include enterprise architects, project managers, business architects, BCPs, and strategic positioning and alignment advisors. Additionally, our consultants work in multiple teams, thus avoiding a silo effect.

HIGH LEVEL EXPERTISE

Alithya's consultants are experts in the analysis of business needs and situations in all of their complexities. They provide strategic recommendations to the information technology Vice-Presidency and its senior management, incorporating a human dimension into their solutions. They also rely upon tried and tested approaches whose effectiveness have been proven time and time again.

RISK MANAGEMENT

Our strategic advisers support management in the redefinition of their roles and their development. They also work on development and harmonization projects that take inter-organizational and partner relationships into account. In that context, Alithya has been supporting the client for several years, enabling them to achieve their objectives, to strengthen levels of confidence and trust, and to enhance governance through improved operational efficiency and effectiveness.

BUSINESS ARCHITECTURE

Alithya's business architecture team, deployed to the client, is comprised of 30 experienced consultants with ties to the International Institute of Business Analysis (IIBA). The team assisted the client in implementing an analytical framework, thus facilitating the effective conversion of strategies into tangible initiatives. Alithya also proposed an agile business architecture vision that has helped change the mindset of teams within the organization.

CUSTOMER EXPERIENCE

Alithya has been a privileged partner, providing practical and powerful tools to help the client execute initiatives aligned with its organizational and founding principles, putting citizens at the heart of its thinking. Approaching solutions from a customer experience perspective has had a major impact on both the design of "in-house" client solutions and on the paradigm shift of the design and delivery of services.

SINCE MY ARRIVAL FIVE YEARS AGO, ONE PROJECT HAS LED TO ANOTHER, AND THEY HAVE ALWAYS BEEN EXTREMELY INFORMATIVE. OUR COLLABORATION IS BASED ON MUTUAL TRUST, AND THE CUSTOMER SATISFACTION RATE HAS ALWAYS EXCEEDED 90%.

– Réjean Verret, Vice-President, Quebec Region, Alithya

ALITHYA GROUP INC. IS A LEADER IN STRATEGY AND DIGITAL TRANSFORMATION IN NORTH AMERICA. Founded in 1992, the Company counts on 2,000 professionals in Canada, the United States and Europe. Alithya's integrated offering is based on four pillars of expertise: strategy services, application services, enterprise solutions and data and analytics. Alithya deploys solutions, services, and skillsets to craft tools tailored to its clients' unique business needs in the Financial Services, Manufacturing, Energy, Telecommunications, Transportation and Logistics, Professional Services, Healthcare, and Government sectors.

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