



The Centre Intégré de Santé et Services Sociaux Outaouais (CISSS), also known as

Integrated Health and Social Services Centre,

is made up of five health and service centres for the population. CISSS's main mission is to improve the health status of the region's residents. Acting as a trusted advisor, Alithya was mandated to upgrade the Biztalk 2011 platform and assess how to minimize the impact on all 9,000 employees and volunteers in this cluster.

Requirements/Challenges to overcome

The complexity of this project was to integrate more than 40 types of interfaces and make data "talk" to various systems from different units (e.g. pharmacy, radiology, oncology, etc.) to the centralized system. Additionally, since the previous Biztalk systems were robust and reliable, the CISSS wanted to minimize the changes, while leveraging the new features offered by the migration and centralisation of interfaces. By facilitating gradual integration, the CISSS aimed to achieve "efficient management of its operations" to improve patient care. This project also had to satisfy several stakeholders' needs.

Benefits

Thanks to the modernization of its IT architecture, the CISSS met the challenge of such an operation. The institution has migrated to a more functional system, which makes it able to:

- > Save on new costs / generate economies of scale;
 - > Increase organizational efficiency;
 - > Increase the support offered to its staff and volunteers.
- > **By adding Alithya's expertise, the CISSS has succeeded in:**
- > Modernizing its IT / OT infrastructure;
 - > Merging more than 40 units;
 - > And above all, minimizing disruptions that such a project can create.

Decision/Completion

The CISSS decided to entrust Alithya with 100% of the modernization project. The project will be divided into 3 phases and will take place over a 20-month period. It was also decided that 6 Alithya experts with complementary expertise will coordinate the entire project with the CISSS IT team.

- > Phase 1: Analysis and needs assessment (interfaces and services to be integrated)
- > Phase 2: Gap analysis and architecture solutions
- > Phase 3: Migration and deployment of an action plan to achieve the desired objectives

To make the project more efficient, Alithya developed software specifically for the CISSS, that made it possible to automate and replicate certain sequences.

Execution/Implantation

This project was delivered within the initial project parameters (budgets and timeline):

Completion time: Phase 1 (3 months), Phase 2 (6 months), Phase 3 (9 months)

Project Value: \$ 107,000

Technologies used: BizTalk 2010, Microsoft .Net (C #), Visual Studio 2010, IIS 6.0, SQL Server 2008, HL7, System Center Operations Manager (SCOM)