



## IMPROVING PRODUCTIVITY THROUGH AUTOMATED PROVISIONING AND DEPROVISIONING PROCESSES

A leading home healthcare company streamlines routine IT processes with Launch, drastically reducing the amount of time it takes IT to provision and deprovision employees.

Provisioning and deprovisioning up to 3,000 employees per month, a home healthcare company needed a smoother way for IT to manage the hiring and separation process. With Catapult's help, the company automated and integrated many processes and platforms, mitigating security risks, improving employee engagement, and freeing up a significant amount of time for IT and Human Resources to focus on more forward-moving initiatives.

### THE CHALLENGE

Prior to adopting Launch, each turnover at this company involved two full-time employees, a few part-time subject-matter experts, up to eight days to complete, and dozens of touchpoints on different systems and platforms: a manual process compounded by thousands of people. Frequent mistakes and omissions delayed new hires' access to important systems, harming engagement and compromising productivity. This large margin for error posed an even bigger risk upon an employees' departure, where a misstep in this process could harm security or break regulations like the Health Insurance Portability and Accountability Act (HIPAA), potentially resulting in up to millions in fines, or worse, a PR nightmare. The healthcare company needed to find an effective solution as soon as possible.

### THE SOLUTION:

The organization partnered with Catapult and adopted Launch: Catapult's IT Lifecycle Management solution. Launch is a service designed to make IT organizations more efficient by improving user experiences while reducing operational costs. Built on an Azure-based automation platform and Operations Management Suite, the solution includes service continuity, upgrades, user adoption, analytics, reporting, and continuous improvement to dramatically decrease the amount of time IT spends on the lifecycle of users, Windows 10, and Servers. For this company, Catapult included custom integrations with Avaya, IBM-I, Salesforce, and Service PRO.

### RESULTS:

Catapult's Launch improved the company's workplace productivity and flexibility by eliminating repetitive tasks and by reducing the number of hours spent on provisioning and deprovisioning users.

Catapult answered the healthcare company's urgent call for action, delivering Launch within 10 weeks, and bringing their days-long provisioning/deprovisioning process down to an average of 10 minutes. Now, IT has time to tackle mission-critical tasks, and offboarding no longer compromises compliance. Launch provides an audit trail for all automations,

including user access termination after an employee leaves the company, allowing for an efficient and secure deprovisioning process.

Thanks to Launch, the company has already saved \$180K in the first year, will realize a savings of \$250K in the second year, and expects to see a total savings of over \$700K through operational gains and reassigned personnel. Since this new solution automated more than 98 percent of the turnover process—none of which requires human intervention—it has freed up two of the company’s full-time employees, promoting one of them to a new role in the organization.

Catapult now fully manages and maintains this company’s provisioning and deprovisioning process, and is committed to continuously improving its IT lifecycle management overall. Since the deployment, Catapult has added a new integration to one of the company’s applications, Fax2Mail, and is in the process of adding user-change processes to continue to improve their procedures and future initiatives.

“ Since we have implemented Launch, our busy team has more time now to focus on our company’s strategic initiatives. Our confidence in Launch, and in Catapult’s ongoing support, has really put our team at ease that our tickets are getting resolved quickly and correctly. ”

*Systems Administrator*