

SYSTEMS PERSONNEL

Improving **Lives** Through Employment

| ENTERPRISE MANAGED STAFF AUGMENTATION (MSA)

YOU HAVE MORE PROJECTS THAN YOU DO RESOURCES!

You have a project to deliver, a deadline to hit and limited resources to get it done. You're under pressure to succeed. You'll have to commit to whatever choice you make and see the project through to completion. So what do you do?

THE PROBLEM:

- ▶ Growing Project List
- ▶ Pressure from the Business
- ▶ Regulatory / Stakeholder Pressure
- ▶ Deadlines to Hit
- ▶ Budgetary Limitations
- ▶ Resource Constraints

YOUR OPTIONS:

You have several different options, any of which might be the best fit for your situation. Here are the pros and cons of each.

SHUFFLE INTERNAL STAFF *Proven People vs. Finite Resources*

You know and trust your current staff. They're already a great cultural fit and they don't need to be trained. However, there are only so many of them to go around.

OUTSOURCE IT *Proven Expertise vs. High Expenses*

Outsourcing your project to a team of specialists has its perks. You get experts you can rely on but they don't come cheap.

HIRE OFFSHORE *Low Cost vs. Poor Quality*

Offshoring the work often seems like the most affordable option, but once you factor in the cost of poor communication, lower quality, close management and constant rework, it might not be the best use of your resources.

TYPICAL STAFF AUG *Reasonable Rates vs. Time-Consuming*

You get good people in the shop who have been hand-picked to get the job done. But management wastes valuable time building the team and managing the resources.

HIRE THE VENDOR *Specialized Skills vs. Premium Rates*

Of course the vendor knows how to implement their software. Hiring the vendor, however, gets pricey and chances are, you aren't getting their best people.

THE SOLUTION:

ENTERPRISE MANAGED STAFF AUGMENTATION

*Quality Candidates & Less
Time Wasted*

Increase productivity with our resource management program. Instead of managing your own resources, Systems Personnel manages ours for you. We identify KPIs, drive project results and report project progress. We invest the time up front to design and build a resource solution.

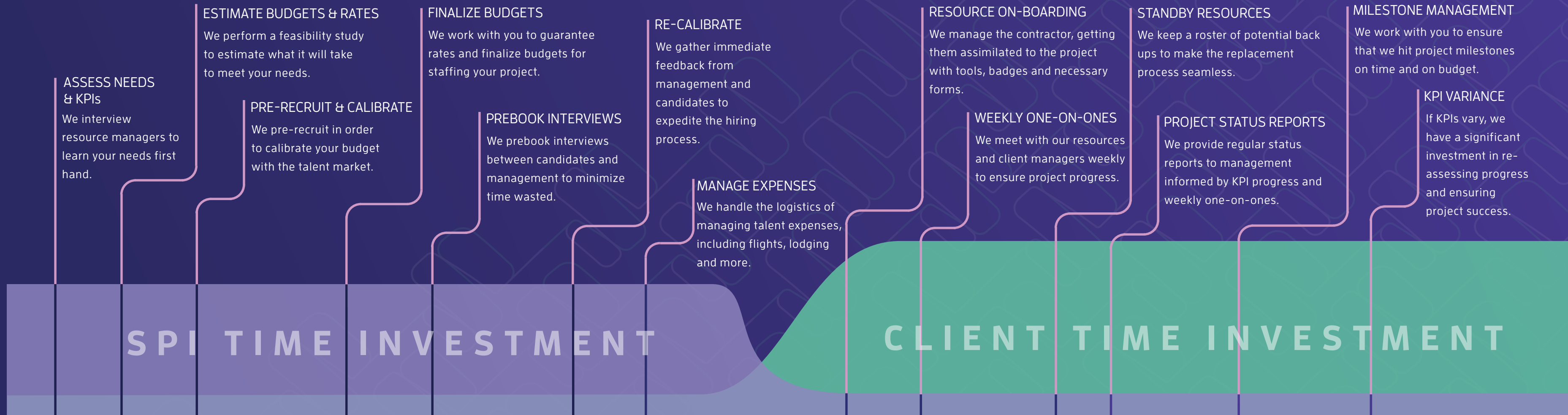
ENTERPRISE MSA

WE MANAGE THE "RESOURCE PLAN" SO YOU CAN WORK ON WHAT'S IMPORTANT...THE PROJECT.

Enterprise MSA eliminates wasted effort and overlap between your team and Systems Personnel.

● SPI TIME INVESTMENT

● CLIENT TIME INVESTMENT



RESOURCE PLANNING



PROJECT SUPPORT

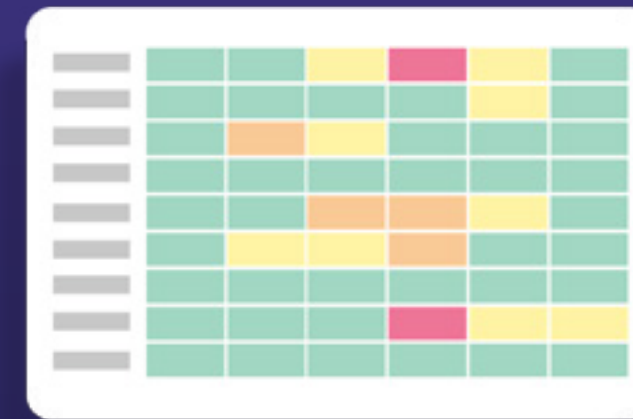


PROJECT DELIVERY

PROJECT DASHBOARD

Increase the productivity of your contingent work force!

- ▶ Measure accomplishments, track costs.
- ▶ Use data to increase resource productivity.
- ▶ Reduce contractor downtime.
- ▶ Shorten the learning curve on new initiatives.
- ▶ Successfully meet project milestones.
- ▶ Drive Key Performance Indicators.
- ▶ ID performance drivers and key deliverables.
- ▶ Deliver a custom dashboard with key metrics.
- ▶ Use results to increase contractor accountability.
- ▶ Improve performance management for your outside resources.



PRODUCTIVITY

Results measured and accounted for.



SPEND

Return vs. Cost, ROI.



STATUS

Weekly updates delivered to you.

EXCELLUS / BLUE CROSS BLUE SHIELD – EXPRESS SCRIPTS MIGRATION

Excellus / Blue Cross Blue Shield Rochester made the decision to migrate their Pharmacy Benefit Management system to 'Express Scripts,' the industry leader. SPI was chosen as the single source, managed staff augmentation vendor for this two year initiative. Excellus was looking for a vendor who was proven at building and managing an entire project team including industry specialists, PMs, Architects, Analysts, Developers and QA professionals. Excellus worked with SPI to identify and deliver on key project milestones and act as a single point of accountability. SPI designed, built and executed a resource plan that met the Excellus project demands.

“ As the business owner of the Pharmacy Benefits Management project, I am very pleased to provide feedback about the team of contractors SPI has assembled. Each contractor is engaged, diligent, and has a focus of helping our team accomplish our end goal. The SPI team has vigilant project oversight and is involved on a weekly basis. The resource plan they executed was seamless, and the entire project team has a positive energy and attitude so that we have a culture of teamwork and collaboration. This project has become easier to execute, changes become easier to implement and problems become easier to solve with that great staff.”

-Mona Chitre - Chief Pharmacy Officer and VP
- Excellus Blue Cross Blue Shield

SPI PROJECT BUDGET

| \$5,800,000

TEAM SIZE

| 11-15

PROJECT DURATION

| 2 YEARS

EXCLUSIVE VENDOR

| FULL LIFE CYCLE SOLUTION TEAM

PLACEMENT RATIO

| 87:1

SPI TIME TO RECRUIT AND BUILD TEAM

| 2,300 HOURS

SAVINGS TO EXCELLUS TO BUILD AN ON-BOARD TEAM

| \$115,000

| \$50/HR X 2,300 HOURS

SPECIALTY ROLE FULFILLMENT TIME

| LESS THAN TWO WEEKS

STAFF TURNOVER

| 2

TIME TO REPLACE CONTRACTOR

| LESS THAN 3 DAYS

PROJECT STATUS

| ON TIME, ON BUDGET

PROJECT TITLES AND NUMBERS

| 3 PMs, 4 BAs, 1 SA, 1 DA,
1 INFORMATICS LEAD,
1 INFORMATICS DEVELOPER

VIRGINIA COMMONWEALTH UNIVERSITY - POWERCHART ONCOLOGY IMPLEMENTATION

The VCU Health System is a nationally recognized teaching hospital in Richmond, VA. They were tasked with implementing the Cerner PowerChart Oncology module. This project failed twice and there was immense political pressure to get it completed. VCU selected their vendor based upon the quality of the Program Manager that the vendor provided. In other words, the vendor with the best Program Manager was awarded the project. SPI's PM outshined 60 other potential Program Leaders. VCU contracted with SPI to build and manage the project team including a PM, Technical Lead, Analyst, QA, Trainer and Report Writer. SPI quoted rates that included T&E, allowing VCU to more accurately budget and save on travel expenses.

“ The Systems Personnel team has been instrumental in delivering complex milestones on our Cerner PowerChart Oncology Implementation. They routinely source better candidates at more competitive rates than other vendors. Additionally, they are involved with all contractor issues, and remediate problems immediately. They are aware of, and drive their team to, milestones and get out in front of project delivery issues. They keep the resource plan working. This has translated directly into higher project quality, delivered faster, at a lower overall budget cost. Systems Personnel routinely outperforms other vendors and receives my highest recommendation.”

-Jeff Price - Oncology Implementation Program Manager - VCU

SPI PROJECT BUDGET

| \$2,620,000

TEAM SIZE

| 7 RESOURCES

PROJECT DURATION

| 18 MONTHS

EXCLUSIVE VENDOR

| FULL LIFE CYCLE SOLUTION TEAM

PLACEMENT RATIO

| 94:1

SPI TIME TO RECRUIT AND BUILD TEAM

| 1,680 HOURS

SAVINGS TO EXCELLUS TO BUILD AN ON-BOARD TEAM

| \$84,000

| \$50/HR X 1,680 HOURS

SAVINGS TO VCU WITH T&E INCLUSIVE RATE

| \$385,000

| \$1,100 PER WEEK SAVINGS X
50 WEEKS X 7 RESOURCES

AVERAGE TIME TO FILL

| 7 BUSINESS DAYS

STAFF TURNOVER

| 1

TIME TO REPLACE CONTRACTOR

| LESS THAN 2 DAYS

TUCSON MEDICAL CENTER EPIC ELECTRONIC HEALTH RECORD – BIG BANG GO LIVE MULTIPLE MODULES

Tucson was in the process of implementing multiple EPIC Modules while upgrading their Electronic Medical Records System. When it came time for the go-live, Tucson called on Systems Personnel because they failed to properly plan for resources to train and support the clinical staff. Tucson contacted SPI two weeks prior to going live to ask if we could commit to this number of people on-site with short notice. They had no time to interview and needed a go-to vendor.

“ Within 9 days of our initial request, we had the entire project team on-site, including an SPI Project Leader to help organize the resources and fill in gaps. The SPI team has proven they can handle our project needs.”

-Candice Adams - Resource Manager

SPI PROJECT BUDGET

| \$472,500

TEAM SIZE

| 27 PROFESSIONALS

JOB TITLES

| ELBOW-TO-ELBOW SUPPORT
ANALYSTS, TRAINERS,
CLINICAL ANALYSTS, RNS

EXCLUSIVE VENDOR

| SYSTEMS PERSONNEL
INDEPENDENTLY SCREENED AND
HIRED ALL CANDIDATES

KPI'S

| TEAM BUILT AND DEPLOYED
ON-SITE IN 9 DAYS

SAVINGS TO TMC TO BUILD AN ON-BOARD TEAM

| \$21,250
\$50/HR X 425 HOURS

STAFF TURNOVER

| 4

PROJECT RESULT

| SUCCESSFUL GO-LIVE

YUMA REGIONAL MEDICAL CENTER – EPIC ELECTRONIC HEALTH RECORD

Yuma Regional Medical Center had a big bang, EPIC initiative, and were in need of 30 on-site resources in less than a week. SPI was able to recruit and build a team that included on-site support professionals and team leaders specializing in six different Epic modules. The go-live was a success and the initiative lead to other critical staffing assignments post implementation.

“ We have had SPI resources on a number of our projects, they are a go-to vendor. We are pleased with the teams they have built and the oversight their resources received from SPI. They have been nothing but top rate.”

-Janet McLellon - Dir Clinical Systems - Yuma

SPI PROJECT BUDGET

| \$1,080,000

TEAM SIZE

| 30 EPIC CONSULTANTS
NEEDED IN LESS THAN A WEEK

| EXCLUSIVE VENDOR

PROJECT DURATION

| 6 WEEKS
25 RESOURCES EXTENDED
TO 3 MONTHS

| PLACED TWO PROJECT
LEADERS TO HELP MANAGE
STAFF ON SITE

STAFF TURNOVER

| 0

CATHOLIC HEALTH SYSTEM - SIEMENS / CERNER SOARIAN ELECTRONIC HEALTH RECORD IMPLEMENTATION

Catholic Health System was moving from Siemens MedSeries4 to Soarian, now a Cerner product. They contracted to bring in vendor resources to handle the extra workload, but were not required to work with vendor-only resources. CHS approached SPI to be a secondary vendor and provide Contract Siemens resources. SPI brought in 5 of the 15 resources at a substantial hourly rate savings and reduced T&E.

“ The Soarian project was a major undertaking for Catholic Health. I welcomed working with a vendor responsible for saving us the kind of money SPI did on resources.”

TEAM SIZE

| 15 CONTRACT PROFESSIONALS

PROJECT DURATION

| 12 MONTHS

JOB TITLES

| SIEMENS DEVELOPERS,
SIEMENS CONFIGURATION
ANALYSTS, INTEGRATION
DEVELOPER

KPIs

| 5 OF 15 CONTRACTORS PLACED
BY SPI. MULTIPLE RESUMES
SUBMITTED BY SPI ALSO SOLD
BY VENDOR AS 'BENCH STAFF.'

SAVINGS TO CHS

| \$1,150,000
SPI BLENDED RATE = \$95 /HR
NO T&E.
VENDOR RATE \$185/HR PLUS
\$30/HR T&E = \$115/HR SAVINGS
PER RESOURCE X 5 RESOURCES
X 2,000 HRS

STAFF TURNOVER

| 0

FIDELIS CARE NEW YORK - ICD9 TO ICD10 CONVERSION

Fidelis Care New York – Fidelis required over 100 reports to be remediated for their ICD9 to ICD10 conversion. These reports needed to account for the addition of detailed codes, post conversion. Fidelis did not have the internal staff to handle the amount of work required. Fidelis hired SPI as an exclusive vendor to build and manage a team of SQL/Crystal Report Developers. On a weekly basis, SPI met onsite with the team and Fidelis management to track progress and hours spent per report. SPI supplied a detailed “burn report” to the VP of IT so he could track the completion of reports, the hours spent per report and the total spend for the project.

“ The SPI team came in and delivered. They set up performance objectives and drove the results. The project had fits and starts but they kept their team intact and performing the entire time. They were on site every week meeting with their team and the Fidelis managers to deliver on milestones. I received a weekly report and knew the project status at all times.”

-David Szabad - VP Information Technology - Fidelis Care NY

SPI PROJECT BUDGET

| \$270,000

TEAM SIZE

| 4

PROJECT DURATION

| 6 MONTHS

| EXCLUSIVE VENDOR

JOB TITLES

| SR. SQL/CRYSTAL REPORT
DEVELOPERS

KPIs

| REPORT COMPLETION
DEVELOPMENT HOURS
TOTAL SPEND

STAFF TURNOVER

| 1

TIME TO REPLACE STAFF

| 2 DAYS

PROJECT RESULT

| OVER 100 REPORTS
REMEDiated OR CREATED
FROM SCRATCH