



Modernizing Operations for a Healthcare Enterprise

Introduction

For two years, TRC Talent Solutions has stood alongside this healthcare client as a strategic execution partner, not just a staffing vendor. The client's leadership team had a clear vision for modernizing their operations, from the back office to the front lines of patient care. What they needed was a partner who could turn that vision into reality: the right technical and functional expertise, deployed with discipline, and held accountable to real business outcomes.

The Challenge

The client's leadership had ambitious goals across two major fronts:

- Back-office automation for finance and billing functions that were ready to move beyond manual, legacy processes
- Front-office transformation spanning data analytics and patient-facing operations, from appointment scheduling through progress-of-care tracking

Like many healthcare organizations operating at scale, the client faced tight pilot timelines and aggressive rollout deadlines for each initiative on its roadmap. Every project needed to be prioritized against the others, with a clear eye on which efforts would deliver the strongest return for the business. What the client needed was technical and functional depth that could match the complexity of the organization, and the pace of the deadline.

TRC's Approach

TRC brought the client a Statement of Work (SOW) engagement built around a blended team of forward deployed engineers alongside functional and technical specialists, each measured against clearly defined project success criteria.





The engagement was grounded in a few key principles:

- **Understanding before deploying.** TRC's team invested time upfront with the client's CIO, CISO, and other senior leaders to fully understand the goals, constraints, and priorities behind each initiative.
- **Matching talent to complexity.** TRC identified consultants with direct experience in similarly complex enterprise healthcare environments, ensuring the people on the ground could operate credibly and effectively from day one.
- **A clear division of ownership.** The client's leadership continued to drive the vision and the macro roadmap. TRC's consultants owned the execution and served as trusted advisors on how to get there.
- **Disciplined follow-through.** TRC maintained consistent, structured check-ins on deliverables, goals, and expectations, keeping every project accountable and on track, even as priorities shifted.
- **ROI-driven prioritization.** With tight pilot timelines and multiple competing initiatives, TRC worked alongside the client to help sequence projects around the best return on investment for the business, rather than simply working through a backlog.

The Results

The engagement is ongoing, with multiple projects in active completion, all managed within budget guidelines. Early projections point to millions of dollars in savings for the client within the first year alone. As successful initiatives are replicated across additional clinic locations, that impact is expected to scale into the hundreds of millions.

Just as important as the financial outcome is what the engagement has done for the relationship itself. The client now views TRC not as an outside vendor, but as a strategic partner capable of understanding enterprise healthcare complexity and translating leadership vision into measurable results.

Key Takeways

- **ROI is the metric that matters.** TRC's model was built to deliver calculated, measurable outcomes, not just staffed roles.
- **Executive visions deserves executive-level execution.** TRC translated the CIO and CISO's strategic goals into on-the-ground delivery, without the overhead of a traditional large consulting fee.
- **Flexibility is a feature, not a compromise.** The client gained cost savings, project success, and a flexible consulting model that can scale up or down, including support to maintain systems post-implementation.
- **The right partner understands the "why," not just the "what."** Blending technical depth with functional business understanding is what allowed TRC to deliver against the client's goals, and what continues to define the partnership today.