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## CASE STUDY

# HEALTH SERVICES MANAGEMENT COMPANY BUILDS A PMO TO MEET RIGOROUS GOVERNMENT DEMANDS

A national health services company focused on supporting many of the nation's most vulnerable populations needed help to build a Project Management Office (PMO) and a unified operations center.

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### THE CHALLENGE:

**A lengthy government bidding process and lack of project management expertise threatened the efficient delivery of a unified operations center**

The health services company had an opportunity to build a unified operations center for their client's call center staff. This call center would be responsible for addressing issues and delivering Medicare and Medicaid benefits for those insured by one of the most populous states in the US. The contract for this work was awarded by state government officials with a lengthy and challenging bidding process. The health services company needed help managing their bid response and building a PMO to ensure efficient delivery of this project and others in the future.



### THE SOLUTION:

**Working with a partner to lead project management and build a PMO**

The Judge Consulting team stepped into the lead role during the bidding process, providing the expertise needed to successfully communicate with government officials and other vendors to ultimately win the work. Once the project was up and running, it quickly became clear that the health services company needed a PMO to orchestrate and develop a plan to deliver the project efficiently. Judge worked closely with the health services company's operations and IT teams to build out a PMO and enhance its internal capabilities. With these new capabilities in place, the organization was positioned to efficiently deliver the project on time and within budget.



### THE RESULT:

**Successful project delivery and a new PMO for ongoing work**

With Judge as a partner, the health services company was able to successfully deliver the project, which involved integrating a CRM system with a contact management system that would support call center staff. Through working with Judge, the project delivery was able to put systems and processes in place to support the volume necessary to effectively and efficiently address issues and deliver Medicare and Medicaid benefits through the state government. In addition, the organization gained a PMO to support the ongoing initiatives that require robust project management methodologies and skillsets.