

Case Study – Healthcare



A leading provider of home health, hospice and personal care and one of the largest in the US.

How We Partnered With Microsoft

- Edgile created a GTM relationship with the Microsoft ATU/STU.
- Microsoft was closing an E5 upgrade and included deployment funding
- Taking direction from the CISO Edgile implemented M365
- When complete and along with Amedisys staff, Amedisys was significantly deployed in M365 E5
- But was challenged with how to keep up with constant release of features and capabilities in the solution
- Client joined Edgile’s Microsoft Advisory program for continual updates and 1:1 advisory

Microsoft Win Story

- By teaming early with Edgile, the Microsoft team knew they had the deployment capability to close the deal
- Edgile knowing how to work within the ECIF system, developed a program that met Fast Track and Business Desk support
- When client had deployment issue – client turned to Edgile’s Microsoft Advisory program to unblock the issue
- Edgile’s Microsoft Advisory Program gave the client an on-going resource to assist in tracking and issue resolution in the context of the client’s environment. This augmented Microsoft support and helped drive adoption and full value realization

Problem:



After implementing M365 E5 in large part, Amedisys turned to operations. It’s small staff was able to manage the IT and security because most was outsourced to Microsoft. However, the team was challenged to keep up with the flow of new releases, public and private previews in M365. This gap risked missing important features.

Solution:



Edgile constantly monitors Microsoft feature enhancements and platform strategy. By combining what we do as a course of business with the knowledge of Amedisys implementation and their strategic objectives, Edgile offered a monitoring and advisement solution that filled the gap.

Value:



This program delivered significant value at no cost to Amedisys. By designating Edgile CPOR and DPOR - Microsoft programs designed to create a long-term relationship between client and partner, Amedisys had consulting time and received regular updates and briefings.