

Casestudy

Smooth Epic EHR  
Transition with  
**Tech Mahindra's**  
HCI ATE Support



# Overview

A healthcare provider in the US was grappling with multiple issues while implementing the Epic electronic health record (EHR) system. Unanticipated support needs, unpredicted technical challenges, and inadequate initial project scoping hampered their main go-live (MGL) process. Tech Mahindra's HCI Group stepped in to provide critical support through a phased approach, starting with a soft go-live followed by a main go-live. Its adaptable support strategy, including targeted training and technical expertise, proved instrumental in ensuring a smoother transition to the new EHR system.

## Client Background and Challenge

The The US-based healthcare provider offering comprehensive primary care services encountered significant challenges during its Epic EHR implementation. The initial support plan from an external contractor fell short in addressing the unforeseen complexities of the go-live phase. This created an urgent need for additional support to ensure a timely and successful deployment. Key challenges included:



**Technical Complexity:** Integrating Epic with existing legacy systems proved challenging, leading to unforeseen network issues and necessitating a complex wireless infrastructure migration.



**Inadequate Initial Project Scope:** The initial project plan underestimated the support requirements during the go-live phase, resulting in unforeseen resource allocation needs.



**Workflow Disruptions:** The new EHR system introduced changes to established workflows, impacting staff efficiency and patient care. This led to a gap in training and system usability, highlighting the need for extensive support throughout the go-live phase.



**Staff Training and Scheduling:** The unique scheduling patterns of healthcare staff (many working part-time) posed significant challenges for training and ongoing support.



### CHALLENGES

- Technical Complexity
- Inadequate Initial Project Scope
- Workflow Disruptions
- Staff Training and Scheduling



# Approach and Solution

The HCI Group, a Tech Mahindra company, delivered a seamless Epic implementation for the healthcare provider by bringing its expertise and executing a tailored, multi-faceted strategy to address their specific needs:

Strategic Identity Management Initiatives:

- **Professional Expertise:** Tech Mahindra's HCI team deployed At the Elbow (ATE) support agents, with 50% of staff also proficient in supporting Technical Dress Rehearsal (TDR) functions, alongside a technically skilled Project Manager (PM). This team was assembled proactively by HCI to address potential out-of-scope challenges involving troubleshooting and resolving complex technical issues related to the Epic system, ancillary applications, and infrastructure efficiency. The PM's exceptional technical understanding was critical in ensuring early problem detection and proactive mitigation of unforeseen problems.
- **Phased Go-Live Support:** HCI provided a two-week soft go-live followed by a main go-live, assisting iterative problem-solving and adjusting the support strategy based on observed challenges.
- **Soft Go-Live Focus:** The initial support was concentrated on ambulatory clinics and hospitals for patient registration and scheduling, leading to staff becoming proficient with the new system within two weeks.
- **MGL Focus:** During the main go-live, HCI provided flexible, on-site support for four weeks, tackling initial IT infrastructure problems, persistent workflow issues, and individual clinician needs through a combination of ATEs, PMs, and Clinical Trainers (CTs). Key elements of their approach included:
  - Ticket creation and escalation
  - Training personnel to address workflow challenges
  - Allocating resources based on data-driven proficiency evaluations and manager feedback.
  - Providing workarounds for non-functional processes
  - Offering ongoing provider-specific support
  - Successfully transitioning to reduced support levels as staff proficiency improved, concluding support
- **Scope Adjustment:** HCI successfully negotiated a scope change to incorporate the identified unforeseen challenges. Dedicated provider support was implemented for specific clinicians as needed, ensuring engagement to support all needs.
- **Collaboration and Standardized Evaluation:** A consistent scoring system streamlined communication and coordination between HCI, the healthcare provider, and vendors. Collaboration with the healthcare provider's credential trainers enhanced the training process.



# Business Impact

With HCI Group's flexible and responsive approach, the healthcare provider had a successful Epic EHR go-live with the following positive outcomes:

- **Improved Staff Proficiency:** Through focused training and support, staff proficiency scores increased significantly.
- **Seamless Management:** The healthcare provider seamlessly managed its own IT support after the initial launch period with HCI's assistance.
- **Enhanced Workflow Efficiency:** HCI's streamlined workflows significantly improved the efficiency of the healthcare provider, directly benefiting patient care.
- **Budget Transparency:** HCI kept client management consistently informed of any budget changes due to staffing adjustments, priority shifts, technical delays, or areas requiring remedial assistance.
- **Daily Monitoring:** A daily budget 'burn down' report and weekly 'strengths' assessments were provided, enabling close collaboration with client management to adjust resource schedules and focus on high-impact areas.
- **Extended Support Cost Analysis:** For areas requiring extended support, HCI presented a daily breakdown of costs and updated the same throughout the project, to show the financial impact.
- **Executive Oversight Alignment:** The detailed cost breakdowns allowed the client team to communicate financial impacts to their executive oversight team.
- **Cost Management:** This meticulous financial analysis eliminated unexpected costs and ensured the project's execution within the agreed-upon budget.



## About Tech Mahindra

Tech Mahindra (NSE: TECHM) offers technology consulting and digital solutions to global enterprises across industries, enabling transformative scale at unparalleled speed. With 150,000+ professionals across 90+ countries helping 1100+ clients, Tech Mahindra provides a full spectrum of services including consulting, information technology, enterprise applications, business process services, engineering services, network services, customer experience & design, AI & analytics, and cloud & infrastructure services. It is the first Indian company in the world to have been awarded the Sustainable Markets Initiative's Terra Carta Seal, which recognises global companies that are actively leading the charge to create a climate and nature-positive future. Tech Mahindra is part of the Mahindra Group, founded in 1945, one of the largest and most admired multinational federation of companies. For more information on how TechM can partner with you to meet your Scale at Speed™ imperatives, please visit [www.techmahindra.com](http://www.techmahindra.com)

# TECH mahindra



[www.youtube.com/user/techmahindra09](https://www.youtube.com/user/techmahindra09)  
[www.facebook.com/techmahindra](https://www.facebook.com/techmahindra)  
[www.twitter.com/tech\\_mahindra](https://www.twitter.com/tech_mahindra)  
[www.linkedin.com/company/tech-mahindra](https://www.linkedin.com/company/tech-mahindra)  
[www.techmahindra.com](http://www.techmahindra.com)  
[mktg@TechMahindra.com](mailto:mktg@TechMahindra.com)

Copyright © Tech Mahindra Ltd 2025. All Rights Reserved.

Disclaimer: Brand names, logos, taglines, service marks, tradenames and trademarks used herein remain the property of their respective owners. Any unauthorized use or distribution of this content is strictly prohibited. The information in this document is provided on "as is" basis and Tech Mahindra Ltd. makes no representations or warranties, express or implied, as to the accuracy, completeness or reliability of the information provided in this document. This document is for general informational purposes only and is not intended to be a substitute for detailed research or professional advice and does not constitute an offer, solicitation, or recommendation to buy or sell any product, service or solution. Tech Mahindra Ltd. shall not be responsible for any loss whatsoever sustained by any person or entity by reason of access to, use of or reliance on, this material. Information in this document is subject to change without notice.