

From 16 to 3 Weeks: How CAI Successfully Streamlines Implementation Timelines

I THE CHALLENGE

Computer Aid Inc (CAI), a large government MSP partner of VectorVMS, implements many large state and city government contingent workforce programs. Due to the nature of the government work, a quick and efficient implementation of both the technology and the processes was required to minimize disruption.

When CAI began partnering with VectorVMS, there was no standard implementation methodology in place for process design or technology configuration. A standard enterprise implementation can take 10-12 weeks to complete, and a government/state project will have additional complexities due to scale and infrastructure. The first implementation of an MSP solution took 16 weeks, highlighting the need to increase the efficiency of future implementations.

I THE SOLUTION

Using lessons learned from its previous implementations, CAI defined a standard methodology that would allow the organization to shrink its implementation timeline using VectorVMS' [shared implementation model](#), also known as Rapid Deploy Implementation, and leveraging CAI's own expertise on configuring and utilizing the VMS.

The first step of setting up a rapid implementation plan with VectorVMS was to make sure CAI gets the VMS system shell set up within the first week. The quick turnaround allows CAI to work with its clients using a full-scope discovery session to document client requirements, configure the system, and complete workflow sign off.

Then, CAI drafts training and communications while moving its configuration into production, which it will be able to copy from its VectorVMS testing site to eliminate double entry. This is a huge advantage to not only CAI but all partners because their core configurations will already be in place, further reducing the time it takes to go live by approximately one week. Once configuration is complete and transition is underway, CAI delivers training to both end-users and vendors shortly before the final go-live date.

I THE RESULTS

By leveraging the VectorVMS rapid deploy model in combination with CAI's efficient implementation model, VectorVMS and CAI achieved:

- 19 implementations over 10 years
- Six-week average implementation time
- Fastest implementation in three weeks

This combination of models successfully and efficiently delivered a highly specialized workflow to CAI's clients in a matter of weeks. Alongside this dramatic decrease in client stand-up time, CAI's streamlined implementation model, coupled with VectorVMS' rapid deployment model, lowered implementation costs and drove cost savings to clients.

This cost savings comes in two main ways: hard and soft cost savings. The hard cost savings derive from the decreased amount of hours needed for the project, reducing the number of implementation hours required of all resources and thus, the cost of the implementation. The soft cost savings are delivered through automation and efficiency being realized by its clients sooner than with a full-blown enterprise implementation. This allows users to focus on their actual work, rather than the mundane processes that preceded the use of a vendor management system.

COMPANY:

Computer Aid Inc.

INDUSTRY:

Government

IMPLEMENTATIONS:

19

CHALLENGES

Lack of standard methodology

New technology partnership

JOINT SOLUTIONS

VectorVMS Shared Implementation methodology defined

CAI implementation process outlined and documented

BUSINESS RESULTS

Decreased time to go-live

Speed up system transition for configuration

Lower implementation costs