

## Customer Success Story

# HealthEast Greatly Benefits from Intuitive TEK's Positive Approach to New Implementations



HealthEast provides affordable, high-quality and compassionate healthcare that puts patient needs first. It gives patients user-friendly access to health information and a service they can depend on. It is dedicated to giving care that respects the dignity and culture of every person.

HealthEast has 14 clinics, four hospitals, home care and a medical transportation center. It delivers exceptional primary, orthopedics, maternity and post-acute care.



Intuitive TEK's expertise and flexibility help HealthEast make seamless updates and "ouchless" transitions.

Healthcare is a dynamic industry with many moving parts. It depends on automated systems to quickly and accurately manage everything from human resources to all-things finance: budgeting, planning, forecasting and reporting. In this fast-moving industry, finance teams need to be able to quickly juggle the data to drive business success.

To manage this, HealthEast not only depends on enterprise resource planning (ERP), it uses Adaptive Insights to take advantage of quick forecasting, stellar reporting and failsafe data integrity. When HealthEast made the switch to Adaptive Insights in 2014, Intuitive TEK successfully implemented this cloud-based solution with the promise of ongoing support. HealthEast Director Financial Operations Andrew Schmidt affirms this promise: "I like that the team is just a phone call away and is very responsive to questions and concerns."

In addition to providing support, Intuitive TEK is helping HealthEast integrate Adaptive Insights with a new ERP system it's implementing. Intuitive TEK's Director of Consulting Garth Lumb and Services Manager Bob Storrs deliver on-call expertise as HealthEast rolls out the new ERP system, which will require a partial rebuild of its current model. Schmidt explains, "Garth and Bob have been very flexible in accommodating the changing timeline to ensure that the model update continues and will be ready to go when our ERP system goes live."

New implementations can be challenging, so Schmidt appreciates Intuitive TEK's patience and flexibility. Intuitive TEK's go-with-the-flow attitude makes all the difference to HealthEast.