

## Case Study

# Fortium Partner Increases GlobalHealth's Adaptability and Scalability for Market Expansion Efforts

## The Challenge

GlobalHealth (GH) faced multiple challenges in its IT department, including a vacuum in IT leadership (CIO departure), historically high turnover, and interdepartmental silos. External investments and market expansion efforts required increased efficiency and adaptability, but the absence of IT Governance processes hindered progress.

To overcome these challenges, GlobalHealth partnered with Fortium Partners to prioritize strong IT leadership, develop effective IT Governance processes, and improve communication and collaboration between IT and business leadership.

## The Solution

- Developed IT Leadership transition process; approved by CEO/COO/HR
- Conducted a series of triage meetings to baseline IT delivery gaps
- Conducted in-depth workshops with Executives to profile permanent CIO needs
- Transitioned the team culture to adopt a client-centric philosophy
- Re-organized IT structure for efficiency and effectiveness
- Removed friction in the customer journey with new Help Desk processes
- Created IT Governance process with executive engagement
- Developed CIO position profile and vetted candidates throughout the interview process

## The Results

Fortium Partners' fractional CIO helped synchronize IT operations with leaders across all business sectors and align with GH's business growth objectives, which significantly boosted the IT team's visibility, reputation, and results. The Partner also smoothly merged all IT staff into a cohesive team to ensure operational stability and efficient utilization of IT resources. Moreover, GH appointed a permanent CIO who worked with the Fortium Partner to transition into the leadership team seamlessly.

## Client Profile

- HQ: Oklahoma City, OK
- High-quality, low-cost healthcare maintenance provider
- \$100M/yr.
- 40,000+ lives under care
- 200 employees
- Serves Oklahoma & Texas
- Founded: 2003



“Fortium Partners did an excellent job analyzing the organization and positioning us to take the next steps.

Fortium's fractional CIO had deep management and technical expertise as well as access the broad network of fellow Fortium Partners. I would recommend Fortium Partners.

**-Executive Director,  
Global Health, Inc.**

