



## CASE STUDY

### MELILLO BRINGS DELAYED EPIC DEPLOYMENT BACK ON TRACK FOR LARGE HEALTHCARE SYSTEM WITH ZERO DOWNTIME

#### Overview

One of the largest healthcare systems in the country was falling behind in its EPIC implementation. Melillo stepped in mid-project, course-corrected the implementation, and successfully deployed the solution within all key milestones, saving the client from what would have resulted in significant financial penalties.

#### Challenge

The healthcare organization was expanding through acquisition. To accommodate the rapid growth, they needed to implement EPIC across the entire hospital system. However, because the deployment required involvement from several players across the siloed IT ecosystem, the customer was struggling to bring all the teams together to meet the project deliverables.

The project was running severely behind schedule, and they were at risk of incurring significant financial penalties. The customer turned to their long-standing partner, Melillo, to get the deployment back on track.

#### Solution

Melillo delivered a Wi-Fi infrastructure redesign, an SDWAN and LAN design and implementation, and a Windows 10 upgrade. Because the project was already well behind schedule by the time the Melillo team stepped in, it required some quick thinking, expert collaboration, and a strategic mindset. They quickly assessed and triaged the situation—and within one week, course-corrected its trajectory. They created a technical plan, then partnered with the client to bring all the teams together.

To supplement these efforts, they seeded the appropriate Melillo technical resources into each individual silo to help them understand their role and deliverables. When it came time to re-IP the LAN network, Melillo experts were deployed into each individual team to ensure it was properly completed with zero downtime.

#### Results

Within four weeks of Melillo involvement, the project moved out of the red to match the milestone deliveries of the EPIC implementation plan. Melillo completed the required upgrades, redesigns, and implementations all within the original EPIC deadlines—with zero downtime. The customer is now poised to scale as it grows to ensure all IT requirements are met while delivering superior patient care.

# MELILLO CONSULTING

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