



MINDCARE SOLUTIONS

Solver provides modern reporting, budgeting and Data Management for MindCare Solutions.



www.mindcaresolutions.com

"In the past decade, I've used several business intelligence solutions, and BI360 [Solver] is by far my favorite. It's been easy to integrate new data sources, easy to train other users on the Report Designer, and easy to create, maintain, and generate reports. BI360 [Solver] helps me provide reporting solutions to my internal customers quickly, making my job much easier!"

–Tanya Garrett, Data Analyst for MindCare Solutions

Company Profile

MindCare Solutions partners with the healthcare provider to address the most challenging patients by connecting mental health and medical care to treat the whole person. MindCare Solutions complement medical practices with our behavioral model of care through telemedicine.

Industry
Healthcare

Country
United States

ERP System
Microsoft Dynamics GP



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The Finance team was looking for robust, dynamic budgeting and forecasting software, and the IT department was seeking a pre-built, configurable data warehouse to manage MindCare Solutions' diverse data types. Solver delivered on all of that – and more, with self-service Corporate Performance Management solutions that continue to enable newly streamlined ways to store and analyze data, but also to act on it with world-class decision-making.

MindCare Solutions is committed to helping to provide a patient-centered service, meaning designing the service in exactly the way a patient would want it to be delivered. While doctors look at process inputs and clinical milestones, patients look at how seamlessly care is provided, how well their clinicians work together and how they are treated by the providers they encounter. MindCare Solutions presents a wholly integrated, seamless model that brings primary and behavioral care together, delivered through telemedicine – conveniently and timely. When it came to this startup's reporting, budgeting, and data management needs, MindCare Solutions found a tool for the immediate and future needs.

As a startup, it is important to MindCare Solutions to invest wisely in their enterprise technology. When two different departments identified needs for a Corporate Performance Management (CPM) software, it required a particularly dynamic solution that was also scalable. "The Finance team wanted a Business Intelligence solution that would provide user-friendly forecasting and budgeting tools. And the IT department wanted that tool to also serve as a data

warehouse for the company's other data sources," MindCare Solutions' Data Analyst Tanya Garrett says. "As a startup company, it was important to choose a solution that had the capacity to grow with the company and would be easy to add additional data sources and metrics as business needs changed." In the end, all were happy to find such a solution in Solver.

MindCare Solutions partnered with InterDyn BMI and Solver to implement Solver – and have been happily creating a new era of efficiency for the organization. "Solver and InterDyn BMI helped MindCare Solutions set up the BI360 [Solver] Data Warehouse and the Microsoft Dynamics GP integration," Garrett says. "They also helped me get up to speed on what had been done during my onboarding process and helped prepare me for integrating our other data sources." It is this partnership that makes the implementation so successful – and such an easy tool to train others on for easy access to analytics.

IT's priority of the data warehouse has paid off across the organization with its ability to store diverse types of data.

“We currently integrate data from 5 data sources: Dynamics GP, scheduling system, clinical documentation system, CRM, and IT ticketing system,” Garrett says. “We currently create the following reports: standard financial, claims data, clinical utilization, aggregated patient data, IT efficiency, IT inventory, and sales pipeline.” And this expansive output has resulted in some processes to be overhauled.

Solver has been part of MindCare Solutions’ organic digital transformation – and has ultimately improved customer service. “Our IT efficiency reports have led to a revamping of our ticketing system and customer portal and a refining of our ticketing processes, including creating groups to alert more than one person of the creation of a ticket,” Garrett says. “Our clinical utilization reports have also led to a refining of our processes in balancing provider utilization. Our sales team uses our sales reporting to track lead follow ups and analyze the effectiveness of sales efforts. As a startup company, we often use our data to assist in marketing MindCare Solutions to potential clients.”

The Solver solution, called Solver (formerly known as BI360), is based on Microsoft SQL Server, Microsoft Excel and a Web Portal, available for cloud and on-premise deployment. Solver has headquarters in Los Angeles, CA and operates internationally, with over 150 employees worldwide.

Nils Rasmussen, Solver’s Principal, says: “An increasing number of impressive startups, like MindCare Solutions, are upgrading their CPM technology toolbox to enable better, faster planning and improved decision-making, and it will help them stay on track to succeed in their industry.”

MindCare Solutions is seeing really positive results for both their analytics and data management initiatives due to Solver. Furthermore, they are looking forward to more success in expanding

their ownership of the product. “We would like to move the BI360 [Solver] Data Warehouse to a server maintained by our IT team to have more control over our Business Intelligence,” Garrett says. “We also hope to automate report delivery using the BI360 [Solver] Publisher and eventually develop a dashboard with Key Performance Indicators.” In the meantime, both Finance and IT are happy with the improvements to their processes.

Challenges

As a startup, MindCare Solutions wanted to invest wisely in a solution that served both the Finance team’s needs to produce quality reports and budgets and the IT department’s objective to consolidate data storage into one fully built, configurable space – enabling analytics of all sorts through data warehouse integrations. This company wanted to streamline their analytical processes as well as their data management for easier access to decision-making analyses across the organization.

Result

Solver has not only provided a unified space for the diverse data types that MindCare Solutions has to manage, but also has enabled different teams with data insight that has changed and in some cases, overhauled entire processes. From IT ticketing to customer satisfaction, Solver360 has delivered impactful reporting that informs decision-makers on how to successfully forge forward as a startup. MindCare Solutions has seen the results of having a better grip on their data – and making more informed decisions that make sense for their mission of serving the healthcare community, providers and patients alike.

Resources

[Solver Data Warehouse Product Page](#)

[Solver Data Warehouse Informational Video](#)