



**Meridian IT Inc. Helps SXC Health Solutions
Manage Rapid Growth, Increase Efficiencies, and
Improve Business Processes through Greater
Collaboration and Communication**

Industry Healthcare

Services Meridian IT assessment, design, implementation and integration services and support

Technology IBM® WebSphere® Portal; IBM® Lotus Sametime® Advanced; IBM® Lotus Quickr®; IBM® Lotus Connections®

The Challenge

Design, build, implement and manage a comprehensive technology solution to support rapid company growth and employee integration; facilitate secure, seamless collaboration and communication.

The Solution

Meridian IT deploys an integrated, online portal and unified communication and collaboration solution.

The Benefits

More cost-effective infrastructure that's easier to manage; consolidated and uniform Web presence; real-time, seamless collaboration including voice and video; secure information sharing for over 50,000 users; single point of interaction with applications, content, processes and people; remote access to internal systems and processes; improved reporting and transactional capabilities; secure document management to satisfy regulatory requirements; greater teamwork; scalability to support future growth.

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Jon Hyosaka, Chief Information Officer, SXC.

SXC Health Solutions Growth Fuels Need for More Efficient Communication

Headquartered in Lisle, Illinois, SXC Health Solutions is a leading provider of Pharmacy Benefit Management (PBM) services and Healthcare Information Technology solutions to the healthcare benefits management industry. SXC serves many of the largest organizations in the pharmaceutical supply chain, including employers; Federal, provincial, and state governments; pharmacy benefit managers; health plans; and retail pharmacy chains.

Today, the company meets the wide-ranging needs of healthcare clients by providing a full spectrum of advanced PBM services, software applications and professional services. SXC's ability to deliver such a comprehensive set of healthcare solutions was enhanced by its acquisition of PBM service provider National Medical Health Card Systems (NMHC) in the spring of 2008.

SXC was primarily a software provider that developed and licensed applications that helped facilitate transactions across the PBM ecosystem. In 2003, SXC made the decision to move more aggressively into the PBM space with the development of InformedRX – its full suite of PBM services.

But SXC had a vision of becoming a leader in Pharmacy Spend Management which brought a whole new set of business challenges.

“With the significant growth and the changes in the industry, the complexity of our business and technology needs increased exponentially,” stated Jon Hyosaka, Chief Information Officer, SXC. “We needed to find a comprehensive technology solution that would facilitate our growth while addressing all the communication, collaboration, security, and regulatory compliance challenges that came along with it.”



Long-Term Care from Meridian IT Provides Relief

To help meet its new challenges, SXC turned to its longtime partner Meridian IT Inc.—an international provider of IT and business technology solutions. Meridian IT is dedicated to helping customers build and manage information architectures based on their need to balance cost and risk, performance and efficiency, and availability and security.

“We’ve acted as SXC’s right arm for nearly a decade,” stated Mark Krusinski, Senior Vice President of Sales at Meridian IT. “We originally served as SXC’s hardware provider, but our involvement broadened once they decided to move beyond being primarily a software developer to become a comprehensive healthcare service provider.”

Meridian has been providing intensive care to healthcare businesses for many years. Whether it’s dealing with FDA requirements, regulatory standards or other industry-specific issues, Meridian’s healthcare team cultivates its industry experience on a continuous basis through ongoing client engagements and professional development programs, including regular training and industry events.

Diagnosing Business Pains, Prescribing a Solution

Combining extensive knowledge of the complexities of the healthcare market, Meridian began the project by first identifying and understanding the organization’s key business drivers. In support of their growth, SXC would need to roll all Web sites from both companies into one. This meant taking their existing online web presences, built on multiple and disparate technologies, and transforming it into a consolidated and uniform Web presence.

SXC would also need to provide an online workspace to its hundreds of employees working remotely across a dozen offices, giving them easy yet secure access to the company’s internal systems. Customers and partners would need a collaborative platform to facilitate seamless and secure information exchange.

After a series of in-depth assessments and technology audits, the Meridian team designed a comprehensive solution leveraging industry-leading portal and collaboration technologies that would extend the capabilities of SXC’s existing core applications. Solution components included IBM® WebSphere® Portal, IBM® Lotus Sametime® Advanced, IBM® Lotus Quickr® and IBM® Lotus Connections®.

Impressive Benefits Package

“A key differentiator for us is our technical superiority,” stated SXC’s Hyosaka, “and the comprehensive, integrated nature of the IBM WebSphere Portal solution architected by Meridian further enhances our leadership in this area. The knowledge management and expertise location capabilities of Lotus Connections combined with the real-time collaboration of Lotus Sametime Advanced allow our employees to not only find the experts they need, but to communicate with them in the most productive way possible. By integrating Sametime Advanced into our existing Microsoft® and IP Telephony infrastructures, the new solution has become part of our broader unified communications and collaboration approach.”

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With IBM WebSphere Portal, companies now enjoy a single point of personalized interaction with applications, content, processes, and people. It allows partners, employees, and customers to customize their user experience based on role, context, actions, location, preferences, and team needs. Real-time collaboration capabilities featuring instant share, skill-tap capabilities, click-to-call integration and IP-based voice and video are all made possible with Lotus Sametime Advanced; while central log-in and single sign-on capabilities greatly enhance a company's ability to manage compliance and privacy issues.

Areas of Specialty Set Meridian Apart

Bringing multiple components together from industry leaders like IBM, Cisco®, Symantec®, Sun Microsystems®, Hewlett-Packard®, Hitachi Data Systems® and EMC® to create integrated solutions is a hallmark of Meridian. Unlike more tactical solution providers, Meridian IT prides itself on its ability to first understand a customer's business, and then design, build, implement, and manage complete solutions around people, existing workflows, and business processes.

"If all you have is a hammer, everything looks like a nail", stated Krusinski, "and there are many solution providers that push certain technologies only because that's all they carry. Our strength lies in our vendor-neutral approach and multi-faceted skill sets around hardware, software, networking, security, virtualization, IP telephony, videoconferencing and content delivery. We offer a single point of expertise in all these areas, and excel at pulling all the appropriate pieces together to meet customer needs."

For healthcare organizations whose needs go beyond the training and expertise of general solution providers, getting a referral to the specialists at Meridian isn't hard. Meridian's knack for mapping technology solutions to business needs by employing a collaborative, consultative approach is affirmed by major players across the industry, including IBM.

"Meridian is very effective at being a part of the team and leading it at the same time," stated David Reynolds, Senior Software Specialist, Lotus Portal and Collaboration Software, IBM. "We never would have gotten this far had there not been such a strong three-way partnership between Meridian, IBM and SXC. The IBM portal solution is actually a pretty good metaphor for Meridian itself – a technically-proficient facilitator that fosters outstanding communication and collaboration to achieve results."

Healthy Savings

The IBM portal solution currently supports thousands of direct users and is capable of extending to 50,000 or more users. As SXC experiences organic growth or acquires more companies in the future, its highly scalable portal solution will help the company integrate systems and employees more quickly and easily while encouraging a greater sense of teamwork.

"This consolidation effort is expected to generate significant savings for the company," stated Hyosaka, "and part of that comes from the extra efficiencies we'll achieve by moving towards having some employees working from their home. This collaborative environment will not only enable better communication but instill a greater sense of community for remote employees. In essence, Meridian helped us create a closer-knit work environment where people are more productive because they feel more involved and connected. At the end of the day, that's really what it's all about."



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