Case Study

Inform Diagnostics Modernizes with ADP's Next Gen HCM

Overcoming Disparate, Outdated IT Systems

Data is central to Inform Diagnostics' services. Each diagnosis is the result of many different people and technologies working in systems supporting multiple processes, including revenue cycle management (RCM); customer relationship management (CRM); enterprise resource planning (ERP); laboratory information systems (LIS); and a human capital management (HCM) system.

Inform Diagnostics Chief Information Officer, Michael Lacenere, says the myriad of systems, along with the company's growth, created a familiar challenge. "Like many businesses, we had significant technical complexity in the form of disparate, outdated systems relying on many point-to-point connections, with a plethora of software, programs and functions outside of core systems and processes," he says.

Lacenere adds that the company's legacy IT systems created particular challenges due to continuous cost pressures in the lab industry.

Inform Diagnostics is a leading pathology laboratory that provides diagnostic services in several sub-specialties, including dermatopathology, gastrointestinal pathology, hematopathology, breast pathology, and urologic pathology. Its staff delivers definitive diagnoses that help clinicians make treatment decisions for their patients.

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Our IT was not sustainable and not scalable—we could not easily access information to make decisions at the necessary speed to operate optimally and compete vigorously.

Michael Lacenere
Inform Diagnostics
Chief Information Officer
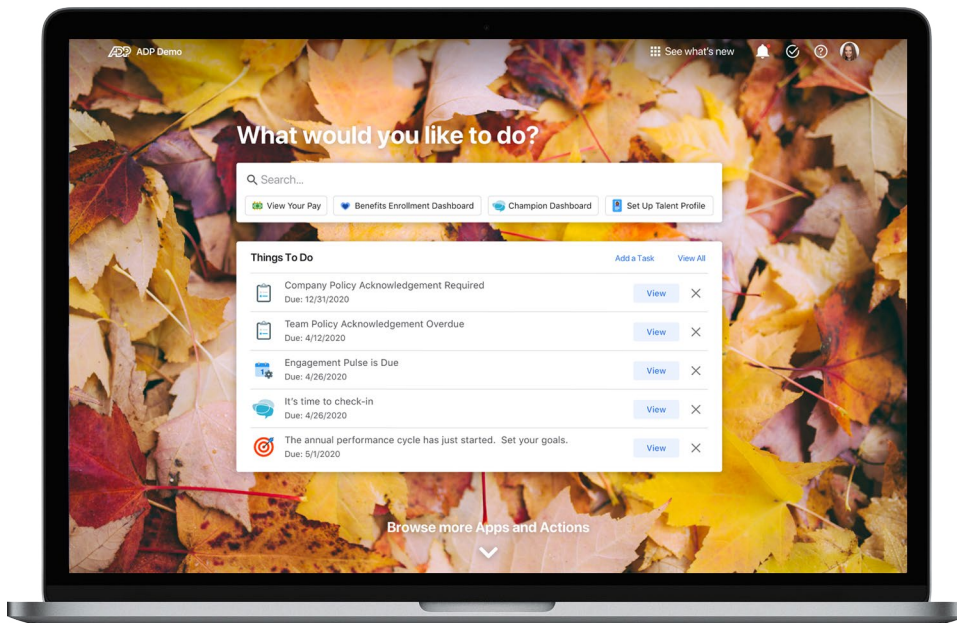
Turning to ADP's Next Gen Human Capital Management Solution

To address the challenge of considering a new HCM system, Inform Diagnostics sought a firm that would share its vision for IT and align closely on technical and functional strategies. The company decided to work with ADP—the global HR company and an AWS Partner Network (APN) Advanced Technology Partner—which was building a cloud platform for HR software that became ADP Next Gen HCM.

"ADP was developing an innovative, future-state HCM system that would operate well at the speed and complexities of our business, integrating seamlessly into our new critical business platforms," says Lacenere.

The cloud-native solution is built on a microservices architecture and runs on a broad range of AWS technologies, including the Amazon Neptune graph database service; Kubernetes on AWS for managing containerized services at scale; the Amazon ElasticSearch Service for building, monitoring, and troubleshooting applications; and Amazon Kinesis for collecting and analyzing data in real time. Functions are available via APIs that, in conjunction with a low-code GUI, enable companies like Inform Diagnostics to integrate other systems faster, easier, and at a lower cost than traditional monolithic HCM systems.

"Data and integration were key upfront themes when we worked with ADP," says Lacenere. "We viewed the relationship with ADP as an opportunity to integrate our systems, upgrade the user experience, provide mobility, improve system scalability, and reduce manual processes."

As an example of the capabilities of the ADP Next Gen HCM solution, Lacenere points to its integration with the company's Azure bus architecture. Messages pass seamlessly to and from ADP Next Gen HCM so, for example, when an employee record is modified, the change is available to the company's ERP system via the bus architecture. In the past, that activity would have involved multiple data entry points, leading to delays, potential errors, and possible redundancies in the information transmission.

Cloud-native is an approach to building and running applications that fully exploit the advantages of the cloud computing delivery model. Cloud-native applications are not retrofitted to the cloud. They're built there from the start, taking advantage of all the native benefits the cloud can offer, keeping you:

- *Current*
- *Available*
- *Secure*
- *Ready to scale as needed*

And the cloud-native approach makes it easier to take advantage of the latest technologies and cloud innovations, such as:

- *Data lakes*
- *Analytics*
- *Artificial intelligence (AI) and machine learning, as they become available.*

Empowering Employees to Make Better Decisions

"Simplification and standardization drove our decisions about what we were going to do and, more importantly, what we were not going to do," says Lacenere. "We are driving toward key outcomes, such as empowering our employees by providing them with the right technology and information to make decisions, operate optimally, and get excited for our future while learning new skills. Embracing this level of change was an enormous cultural shift, and we have been fortunate to come out stronger and more capable as an organization."

Increasing the Company's Competitive Advantage

Inform Diagnostics went live with the ADP Next Gen HCM solution in early Q4 2019, and completed its implementation of the solution in 2020.

"We are bringing new systems online, aligning old data formats with new data formats in our enterprise data warehouse, optimizing our previous workflows to take advantage of our new systems, and planning for the decommissioning of legacy systems. All of this is happening while keeping the lights on and maintaining the highest possible quality of services to our clients," Lacenere says. He adds that Inform Diagnostics will deliver a sophisticated service-oriented architecture that will enable plug-and-play capabilities for software, vendors, and acquisitions at scale.

A Phased Approach

Inform Diagnostics chose a phased deployment approach, with ADP Next Gen HCM being used for:

- *Core human resources*
- *Payroll*
- *Benefits*

Additional business processes yet to be integrated include:

- *Attendance*
- *Talent, including:*
  - *Compensation management*
  - *Performance Management*
  - *OKRs (objectives and key results)*

"So far, the biggest impact from the ADP Next Gen HCM solution has been an upgrade in the user experience with both the browser and mobile app," he says. "Our employees love the 24/7 access that is provided with this platform. We also implemented single sign on, which greatly improves security and makes for a seamless sign-on process for our employees. These new features and the mobile application also are serving the company well during the COVID-19 pandemic, because they provide our employees with 24/7 access to their information.

"We think that few other pathology laboratories will be able to replicate our modern IT approach," he adds. "We believe the ADP Next Gen HCM solution will give us distinct operational benefits."

– Michael Lacenere,
Chief Information Officer, Inform Diagnostics
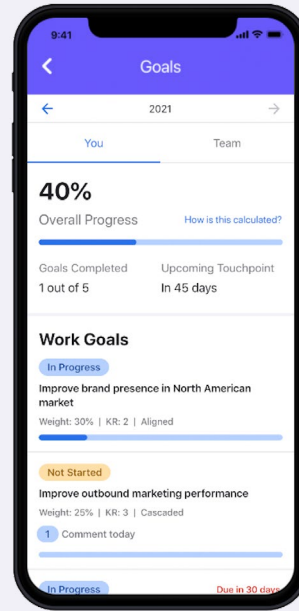
About Inform Diagnostics

Founded in 1996, Inform Diagnostics is profoundly impacting patient care, one diagnosis at a time. The company is headquartered in Irving, Texas, with additional state-of-the-art laboratories in Boston, New York City and Phoenix.

Benefits of ADP Next Gen HCM

Smooth integration with existing enterprise systems

Easy-to-navigate user interface, which minimizes training

Scalable to fit enterprise needs

Improved security with single sign-on

Mobile app that makes data more widely available

About ADP

Designing better ways to work through cutting-edge solutions, premium services and exceptional experiences. HR, Talent, Time Management, Benefits and Payroll. Informed by data and designed for people. Learn more at FlowOfWork.adp.com

To learn more about ADP's Next Gen HCM, visit FlowOfWork.adp.com

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