

CASE STUDY

Unifying Tech and Culture

How SQA Group helped a behavioral health company overcome acquisition challenges

CHALLENGE

Beacon Health Options, a behavioral health company, underwent an acquisition of two companies with vastly different organizational cultures and tech stacks. In addition, the acquired companies operated using waterfall methodology, resulting in highly bureaucratic processes and slow decision-making.

Beacon partnered with SQA Group to drive into its new era as a unified, high-performing organization. SQA Group provided a multi-phased transformation solution that helped bring together the companies with complementary disciplines to shepherd the transformation – and to start thinking like one company.

SOLUTION

SQA Group first created an executive steering committee of leaders from across the companies to begin to think like one entity. SQA Group then created and delivered formal classroom-based scrum training to all IT employees – uniting the companies under one Agile methodology.

Through SQA Group's discovery, the team identified repetitive, manual tasks and brought in expertise to help refactor automation and create utilities targeted specifically at manual toil. For example: in one instance, SQA Group built an automated solution that shifted a Beacon process that took two weeks to instead just 30 minutes.

One critical success story emerged from a new State project launch that was encountering timeline delays and quality issues. At the core of the challenge was an unsustainable automation framework designed by a competing services provider. SQA Group was asked to deploy an alternative solution consisting of open source technologies. The result saved Beacon \$1+ million on the project, plus millions more in maintenance and licensing costs.



IMPACT

After partnering with SQA Group, the team at Beacon was able to:

- Unify it's organization-wide transformation under a steering committee
- Combine tech stacks to reduce costs
- Implement scrum companywide
- Utilize in-house tools and test automation to reduce manual toil