

# A Faster Path To Success InterSystems ARIES

The InterSystems Customer  
Engagement Methodology





**“THANKS TO ARIES,  
ALL THE STAFF WAS  
AN ACTIVE PART  
OF THE PROJECT  
TOGETHER WITH  
INTERSYSTEMS. ONE  
TEAM, ONE GOAL,  
ONE METHODOLOGY:  
ARIES.”**

**- Dario Padrone,  
CIO and Project  
Manager,  
San Marino Hospital,  
Genoa, Italy**

## **When Projects, Care Quality, and Reputations are on the Line: Implement ARIES**

When implementing healthcare enterprise software such as an electronic medical record (EMR) system, lives and livelihoods may be on the line. Project time and budget overruns can disrupt the smooth functioning of your organization. Misconfigurations of the new system can disrupt workflow, increase clinical risks, and cause delays in billing and reimbursement.

You can reduce these risks and deliver the benefits your organization expects from new software when you work with InterSystems and ARIES – our customer engagement and software implementation methodology.

We believe that implementation success requires a long-term partnership between two parties with a fundamental mutual interest – getting the new solution live and delivering expected benefits as quickly as possible. ARIES stresses human factors and mandates customer change management and training as part of the project plan.

### **A Proven Methodology for a Faster Path to Benefits**

Improving the safety, quality, and efficiency of care delivery and increasing patient and clinician satisfaction are major goals for healthcare systems everywhere. InterSystems has leveraged its experience deploying enterprise solutions in thousands of organizations worldwide to refine ARIES and guide our customers to achieving their desired benefits faster.

Rather than regarding an implementation as a technology project, InterSystems approaches each engagement as a clinical transformation initiative. ARIES reflects our commitment before the sale, during implementation, and afterward to getting it right and making life easier for our customers. It's expected that our customers will have an equally strong commitment to fulfilling their responsibilities during the project.

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## ARIES Stages and Elements

ARIES covers engagement between your organization and InterSystems, and the entire implementation life cycle, in five stages from discovery of requirements to post go-live review and extension of benefits. Each stage is underpinned by the transformation and change management process. The stages are:

- Discovery
- Launch
- Setup
- Adoption
- Sustain



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Figure 1. Five Stages of Successful Implementations

### TESTIMONIAL:

“As a CIO and Clinical Engineer of San Martino Hospital, I’m responsible for dealing with the needs of more than 5,000 users on a daily basis. I was impressed to see how quickly we were able to set up the new software with minimal impact on operations — the standardized project plan helped us to properly manage training and change management activities prior to go live.”

- Dario Padrone,  
CIO and Project Manager,  
San Marino Hospital,  
Genoa, Italy



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## 🔍 Discovery

Here's where we uncover what your organization needs. It is our opportunity to gain a full and clear understanding of your technology environment, people, culture, and requirements. Discovery is essential to success by helping to:

- Focus on the desired benefits and providing the best solution and value
- Identify risks and risk mitigation strategies up front
- Minimize surprises throughout the project

By the end of the Discovery phase, all important aspects of the solution and the delivery approach will be documented and agreed upon and included in the contract.

## 🚀 Launch

With the contract signed we enter a mobilization phase to give both sides time to prepare for implementation. We focus on helping your organization assemble the best project team, develop governance and communications plans, verify business processes and patient journeys, and collect data. Meanwhile, we select and mobilize our own project team. Each organization then begins executing its required tasks.

For your organization, Launch tasks include collecting and verifying key data that the InterSystems project team will use to set up the whole system. Collecting data at this early stage allows us to activate the relevant components of the solution quickly for customer review and validation.

## ✂️ Setup

This is the heart of solution implementation, focusing on configuration of all solution components and a seamless transition to end-user adoption, streamlined business processes, and achieving your desired benefits. An important step is verification of the specified combination of InterSystems components, interfaces with third-party systems, and in-scope data migration. Other aspects of Setup include:

- Go-live readiness certification by project area, versus once for the whole solution. This simplifies the setup process and allows teams to work in parallel.
- Engagement of the InterSystems Worldwide Response Center to ensure that our team is fully informed on the final configuration of your system and can support it effectively after go-live.
- Cloud, InterSystems-hosted, or on-site implementations use the same ARIES processes for successful deployment and dependable operation.

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## ☑ Adoption

The solution is ready, and now the goal is to prepare end-users for use of the new software and the process for a successful go-live. More than just flicking a switch, go-live strategies should ensure the smoothest possible experience for users during the first days of transition from training to real use. InterSystems works with you to develop detailed, effective, and efficient cutover plans. These include a complete dry run of the system to validate all of its elements, proper training for users, and contingency plans for unforeseen downtime.

The change management and communications plans identified during Discovery come to the fore during this stage. For example, “quick guides” and “cheat sheets” provide easy-to-access information for users, and trained super-users and easily identified floor walkers provide immediate support at the point of need.

## 🔄 Sustain

Go-live is just the beginning, and InterSystems remains involved over the lifetime of the partnership through customer service, support, and continuous improvement processes. Our goal is to maximize return on your investment in the InterSystems solution through activities such as:

- Support for post-go-live “lessons learned” sessions
- Ensuring that all service-level agreements are met
- Reviews of identified benefits against defined baselines
- Regular updates on the product roadmap and advice on using new capabilities

**“WE WOULD NOT HAVE ACHIEVED THE SEAMLESS GO-LIVE WE DID WITHOUT A DRY RUN. IT ALLOWED US TO TROUBLESHOOT IN A CONTROLLED TEST ENVIRONMENT, AND IRON OUT ANY KINKS BEFORE THE BIG DAY.”**

**- Maryanne Campbell,  
Project Manager,  
NHS Fife**

# ARIES Methodology

An overview of the ARIES methodology stages and elements to a faster path to benefits

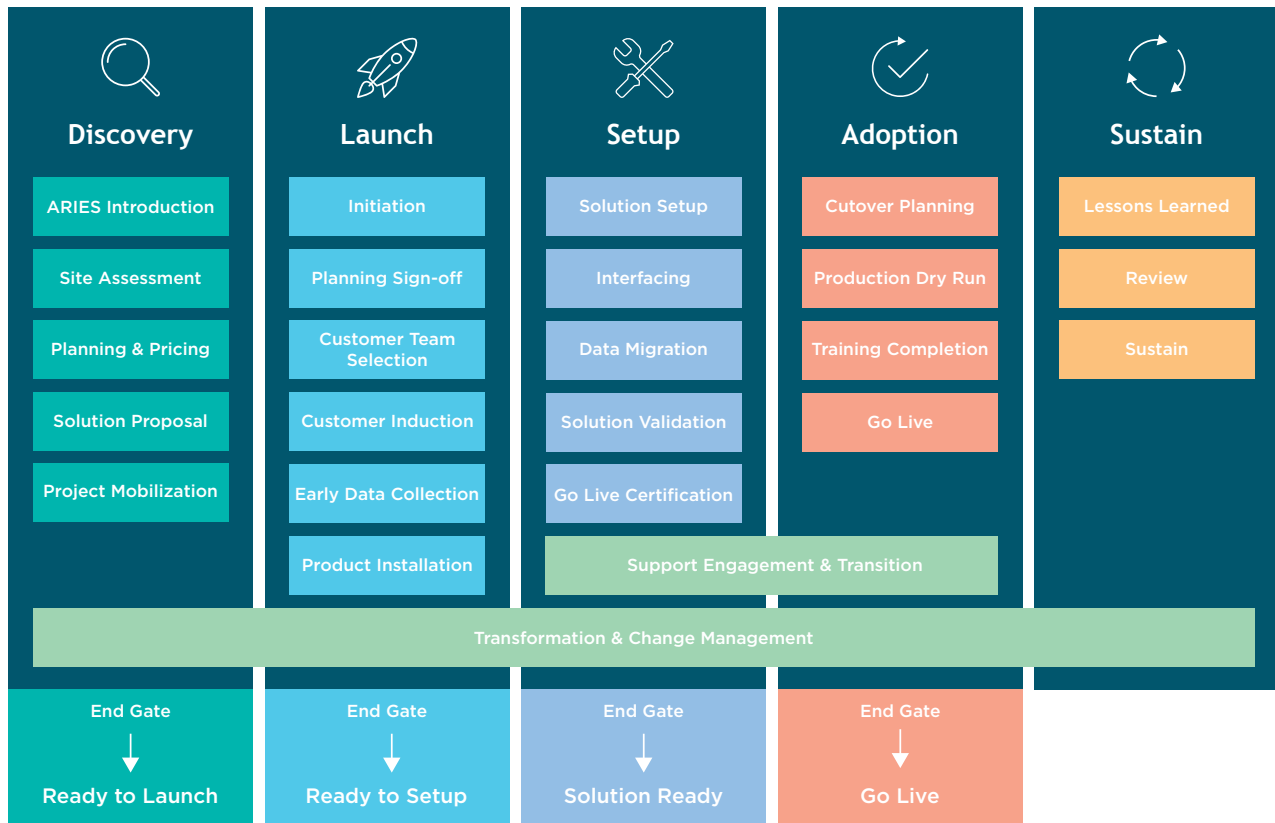


Figure 2. InterSystems ARIES

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## Transformation and Change Management

We understand that even changes for the better require hard work to overcome the inertia working against them. Transformation and change management are essential for achieving success and underpin each stage of the ARIES methodology. Drawing from 40 years' experience creating and helping implement mission-critical healthcare software, InterSystems provides guidance and techniques to support our customers through this process, including:

- Selecting and appointing the right team for the project
- Working with you to ensure that the system supports the best processes for your organization and your patients
- Assistance in developing formal communications plans during the Launch and Setup stages that define expected benefits and success factors
- Providing proven tools and templates for marketing campaigns and internal communications to promote end-user engagement and support for the project
- Optimizing use of the system and strengthening user adoption
- Post-adoption assessment of the value derived from the implementation of the new system compared to baseline values
- Programs to close any gaps between baseline and measured values

### Learn More

To learn more about ARIES please contact your local InterSystems office. You'll find the contact information at [InterSystems.com/offices](https://www.intersystems.com/offices). You can learn more about InterSystems and our products at [InterSystems.com](https://www.intersystems.com)

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**“THE IMPLEMENTATION TEAM MEMBERS PROVIDED GOOD SERVICE. THEY WERE WELL PREPARED, AND WE DIDN'T ENCOUNTER ANY MAJOR CHALLENGES.”**

**- Hospital CIO**

