

## Optimizing ICIMS for Long-Term Success: A Healthcare Provider's Journey with HRchitect

### CLIENT BACKGROUND

This featured Client is recognized as the largest provider of healthcare facility services in the U.S., specializing in resource optimization and healthcare environment improvements. With a focus on reducing costs, enhancing compliance, and boosting operational efficiency, they deliver measurable results through a combination of data analytics, operational tools, and a dedicated team. Their approach ensures sustainability while improving the quality of service across healthcare settings. Overall, this healthcare provider is committed to maximizing value and supporting healthcare facilities through strategic services and cost-effective solutions.

### THE CHALLENGE

Our Client reached out to HRchitect for ICIMS post-go-live support services to enhance their system performance and maximize its value. An HRchitect consultant was assigned to our Client, and their work focused on dashboards, reporting, and evaluating potential CRM solutions. At the time, the Client's ICIMS system included a large number of legacy fields and inherited security permissions, along with opportunities to further streamline processes and increased efficiency.

### CLIENT PROFILE

- US-based healthcare facility services provider
- Around 930 employees
- Facility named as a Sustainability Champion by ASHE Energy to Care Program
- Partnered with HRchitect for post-go-live support of existing ICIMS platform

### WHY HRCHITECT?

- Certified ICIMS Partner
- Deep expertise in Talent Acquisition
- See what hundreds of clients have to say about us on Raven Intelligence
- Senior consultants; over 50% are former HR practitioners

## SERVICES ALIGNMENT

Early in HRchitect's engagement, our Client coordinated an on-site visit for the consultant at their headquarters for a system review. The timing was ideal, as several key project team members specializing in HR were also brought in to work on-site. Collaborating directly with the project team, the consultant provided hands-on support by assisting with the integration of the Client's ICIMS ATS and their recent purchase of UKG Onboarding.

The on-site visit was hailed as a success by both parties. During the visit, the Lead Consultant also introduced additional recommendations to further optimize the Client's system.

## KEY ACCOMPLISHMENTS

- **Recruiting Workflow Updates:** The HRchitect consultant reviewed existing workflows and identified areas of duplication within the client's workflow configuration. The consultant streamlined these areas of duplication to improve efficiency for recruiters and hiring managers.
- **Dashboards & Reporting:** To better support the unique needs of each user group, the HRchitect consultant created additional reports that delivered more tailored, role-specific insights.
- **Offer Letter Enhancements:** The HRchitect consultant went line by line through offer letters to catch any editing errors and to double-check if any content was outdated.
- **UKG Onboarding Review:** The HRchitect consultant identified opportunities to improve data synchronization between UKG and ICIMS and implemented enhancements to support a smoother new-hire experience.



## SERVICES PROVIDED

Following a brief hiatus after the on-site visit, the Client team returned with their selected recommendations and a list of areas they wanted to address or improve. These included the onboarding process, approval process, and IT provisioning. Additionally, the Lead Consultant introduced new optimization opportunities, such as working with ICIMS to update the Client's current build and incorporate new ICIMS services.



The Client team expressed interest in taking advantage of newer ICIMS capabilities from recent product releases, such as the built-in interview scheduler, ICIMS surveys, feedback form creation, and integrations with Outlook Calendar and Microsoft Teams, into their project.

## THE RESULTS

After the Client completed reporting and dashboards, they are now pursuing several new initiatives and additional ICIMS functionalities. While these projects are still in progress, the Client team has shared nothing but rave reviews about their experience so far:

**“HRchitect and our consultant are responsive, focused, and bring value to our organization. Our project is delivering exactly what we expected!”**  
- Client Project Team Member

## LOOKING TO TRANSFORM YOUR HR TECHNOLOGY OPERATIONS?

As an ICIMS Support Service Client, this organization has received the tailored support and exceptional care required to maximize their system's potential. With HRchitect's Concierge Support Package, you can transform your operations too. Our expert consultants provide guidance to address immediate needs while optimizing your ICIMS system for long-term success. Schedule a complimentary consultation today to discover new efficiencies and unlock your organization's full potential.



**To learn more about HRchitect's services or request a consultation, [click here](#)**

