



Delta Dental of Michigan

## Delbridge Solutions Success Story

### Delta Dental of Michigan transforms their financial processes using CPM

#### Company Profile

Delta Dental of Michigan, Ohio, and Indiana make up one of the largest dental plan administrators in the nation. At the end of 2018, the total number of subscribers was 4.8 million, covering more than 8.5 million lives. Approximately 16 million claims are processed each year for these Plans resulting in over \$2.5 billion in claim payments.

#### Business Problem

Delta Dental of Michigan was looking for a more robust solution to manage their growing administrative and operational requirements.

##### Existing Platform

- Costly to maintain and a large IT dependency
- Individual reports and templates required on-going upkeep and maintenance
- Difficult to track and manage spreadsheets across the organization
- Legacy platform lacked the latest capabilities (security, workflow and performance) and technology (database architecture)

#### Solutions and Benefits

As a platform agnostic consulting partner, Delbridge Solutions was able to help Delta Dental of Michigan select and implement the right Corporate Performance Management (CPM) platform, for their budgeting and reporting needs.\*

Delbridge implemented a cloud-based CPM solution, offering concrete benefits over on-premise alternatives. The ease-of-use and native Excel functionality made it easy for them to adopt in their organization.

#### Client Results

-  Increased security and auditability of data through a centralized database (single-source of truth)
-  A reduction in the total cost of ownership (IT support and maintenance)
-  Achieved workflow efficiency when completing budgets and forecasts, reducing time to completion by more than 10%
-  A consolidated view of cross-departmental data allows users to easily analyze and derive key insights in to organizational performance

 ***“Delbridge was uniquely positioned to help us select and implement the right Corporate Performance Management solution. Their industry specific expertise meant that they understood our needs and requirements, helping us adopt best practices and ensuring our implementation experience was seamless.”***

\*This product is not approved or endorsed by the Delta Dental Plans Association

At Delbridge Solutions, we understand that every company is unique and that there is no “one size fits all” solution. This is why Delbridge has partnered with the leading CPM vendors in the industry. Our seasoned Consultants provide unbiased recommendations based on your business needs and guide you throughout the entire implementation process from initial requirements gathering, to end user support. We ensure our clients are fully trained, so that they become self-sufficient with their selected CPM solution.

Please contact us at: [info@delbridge.solutions](mailto:info@delbridge.solutions) to find out how Delbridge Solutions can help you!

[www.delbridge.solutions](http://www.delbridge.solutions)

