

CLIENT SUCCESS STORY · EPIC IMPLEMENTATION & MIGRATION

Clean Migration. On-Time Go-Live.

Leading the Epic implementation to a clean, on-time go-live, with data migration and legacy application support handled end to end.

Southern New Jersey Health System HEALTH IT · HIM · DATA MIGRATION · LEGACY SUPPORT

40M

RECORDS MIGRATED,
ON TIME AND ACCURATE

26,642

LEGACY SUPPORT
TICKETS CLOSED

~40

APPLICATIONS
SUPPORTED

24/7

COVERAGE OVER
14 MONTHS

— The Challenge

The health system was converting to Epic on a hard, Epic-set go-live date. Success depended on migrating and validating large volumes of historical data, cleaning and reconciling the master patient index, and keeping legacy applications accessible throughout, all while the organization kept caring for patients. With Epic's timeline, there was no room to slip the date.

— The Partnership

The organization engaged e4health across its Health IT and HIM divisions. e4health led project management on the Epic side, guiding the build to an on-time go-live, and owned data migration, master patient index integrity, and legacy application support, so internal teams could focus on adoption and patient care.

e4health

ACCURACY YOU CAN TRUST

Epic PM Leadership

PM team on the Epic build

Data Migration

40M records + clean MPI

Legacy Support

~40 apps, 31 analysts

Clean Go-Live

On time, smoothest in years

The verdict: *the vendor called it one of the smoothest go-lives they had seen in years, a testament to e4health's project management on the Epic side.*

— The Approach

One partner leading the Epic build, from project management through migration, legacy support, and go-live.

Epic Project Management PROGRAM DELIVERY	Data Migration & MPI DATA MIGRATION
• e4health project managers embedded on the Epic side, guiding the build to go-live. • Milestones, dependencies, and risks managed to protect an immovable date. • Coordination across Epic, the health system, and e4health teams.	• 40 million records acquired from legacy systems and migrated to Epic. • Converted, mapped, loaded to build specs, and validated against source. • Master patient index cleaned, reconciled, and validated for Epic.
Legacy Application Support MANAGED SERVICES	Clean Go-Live CUTOVER
• Roughly 40 legacy applications supported by a dedicated 31-analyst team. • 24/7 coverage across the 14-month engagement, with no off-hours fees. • Historical records kept accessible for clinical and revenue-cycle teams.	• Command-center support through cutover and stabilization. • Systems built and data in ahead of every Epic milestone. • One of the smoothest go-lives the vendor had seen in years.

— The Outcome

DATA MIGRATION	LEGACY SUPPORT · 14 MONTHS
40M records migrated	26,642 tickets closed
On Time to Epic's date	~40 applications
Accurate source-validated	24/7 coverage
Migrated as part of the Epic conversion, with a clean, validated master patient index.	A 31-analyst team sustained coverage; closures outpaced openings (26,642 vs 26,452), reducing backlog at roughly 201 opened and 207 closed each week.

— Why It Worked

e4health project managers on the Epic side kept milestones, dependencies, and risks under control, while one team owned migration, patient identity, and legacy access. Support was built into the engagement rather than billed by the hour, so the health system could trust the date, the data, and the go-live.

THE RESULT

An on-time, on-budget Epic go-live the vendor called one of the smoothest in years, delivered with e4health leading project management, 40 million records migrated accurately, and roughly 40 legacy applications supported around the clock, all through one accountable partner.