



## CASE STUDY

### ColonCancerCheck InScreen Project

Clytan Inc. together with CCO worked to strategize, design and implement InScreen, a customer relationship management solution for the ColonCancerCheck (CCC) program. The system was designed to support the Program's day-to-day business operations, facilitate enhanced participation in CRC screening by age-eligible Ontarians, and satisfy operational and ad-hoc reporting requirements.

The Clytan team developed a Customer Relationship Management (CRM) solution for the CCC program based on Oracle-Siebel Public Sector and Case Management software. The screening application was developed and deployed using the 'Clytan Enterprise Screening Framework' and the 'Clytan CRM Business Model' to ensure the design, configuration and implementation of the application met the screening, analysis, and reporting needs of the program.

The Clytan team implemented a comprehensive screening information system using Oracle-Siebel Public Sector version 8.1

In the process of using a standard software package, CCO's processes were re-engineered and standardized. The final deliverable implemented a comprehensive screening information system using the standard Siebel software (Oracle-Siebel Public Sector version 8.1). Clytan's solution coordinates data from several diverse sources, provides assistance in managing correspondence and helps the CCC program achieve the goals and objectives set out by CCO.

Project deliverables included:

- Leading the development of an enterprise framework for screening to ensure alignment of business requirements and technology architecture.
- Driving requirement workshops, evaluating technology options, and making recommendations.
- Developing best practice business models to form the basis for business requirements.
- Designing and developing a comprehensive data conversion/ interface strategy as well as logical and physical data models.
- Creating Microstrategy reports

#### Team gets results

InScreen was successfully implemented and offers a number of tangible benefits including the ability to:

- Identify Ontarians eligible for colorectal screening;
- Invite eligible Ontarians to participate in screening;
- Track participants throughout screening and diagnostic processes; and
- Continually evaluate program quality and performance

In November 2009, the ColonCancerCheck team and Clytan Inc. were awarded the Information Technology Association of Canada's [Project Implementation Team of the Year Award](#) at the 5<sup>th</sup> annual Canadian Health Informatics Awards Gala. This award recognizes the collaborative achievement of the CCC team and Clytan Inc. in implementing InScreen. For more information about the award, please refer to the Press Room section of the Clytan website.

## CLIENT TESTIMONIALS:

"Cancer Care Ontario has had an extremely positive experience as a recipient of technology services from the Clytan corporation.

Their innovation, commitment to excellence and strong partnership model has certainly played a major role in supporting the success of Cancer Care's InScreen which is the technology platform for cancer screening.

Throughout the build and deployment of a leading edge, very complex provincial IT solution Clytan demonstrated commitment to successfully meeting the needs of the project."

#### Sharon Pfaff

Deputy CIO / Director of Program Management, Cancer Care Ontario

"Clytan worked with CCO on the implementation of a new CRM solution platform to support a key component of the ColonCancerCheck initiative. The award winning initiative was extremely successful and their partnership, adaptability, creativity and focus on the project was a key component of our success. It was a pleasure to have a true partner on this complex and very important initiative."

#### Richard Smith

Director, Prevention & Screening Information Program, Cancer Care Ontario