

CASE STUDY

Fix the Foundation. Then Build What's Next.



A regional healthcare organization learns that finishing an implementation and running one are two different things.

QUICK FACTS

Customer: East Alabama Health

Location: Alabama, USA

Profile: Regional healthcare authority operating a hospital system and medical center

Services: Supply Chain Remediation, System Configuration, Targeted Training, Managed Services

Industry: Healthcare

Sales Contact: Grant Crowell

East Alabama Health had Lawson V10 running successfully for finance, but ran into trouble after expanding into supply chain. The implementation was complete, but the system was not configured to support how the organization actually operated. GForce stepped in to remediate the environment, retrain the team, and build a stable foundation for what comes next.

HISTORY WITH THE CLIENT

East Alabama Health had an existing relationship with GForce from a prior finance optimization initiative. Knowing GForce's expertise in the Lawson Finance and Supply Chain space, East Alabama engaged GForce to address configuration gaps from a previous implementation that were creating daily friction. GForce came in not to start over, but to get the existing system working the way it should, and to stay involved as a long-term resource.

THE STORY

East Alabama Health had been running Lawson V10 for finance and wanted to expand into supply chain management. An implementation with a previous partner was technically complete, but the system had not been configured to match actual operational processes. Staff were working around the system rather than with it.

Inventory management was unreliable, key modules were not functioning as intended, and the team lacked training and confidence to use what was already available.

THE CHALLENGE

The supply chain environment was configured in a way that did not reflect how the organization operated, and the team had few resources to draw on.

- Supply chain implementation complete but not functioning correctly
- Physical inventory unsupported by reliable processes or accurate data
- EDI issues creating downstream errors throughout the environment
- MSCM configuration misaligned with operational requirements
- Auto-replenishment and replenishment defaults set up incorrectly
- Staff untrained on core supply chain modules
- Security, user access, and documentation inconsistent throughout

The implementation was finished, but the system did not meet the client's needs.

WHY GFORCE WAS CHOSEN

East Alabama Health engaged GForce based on their Lawson V10 depth and a track record of practical, hands-on delivery. GForce had the expertise to diagnose what was wrong and fix it without recommending a wholesale change the organization was not ready for.



HOW GFORCE RESPONDED

System Configuration and Business Process Review

GForce conducted a thorough review of the supply chain environment and found configuration gaps throughout. The team addressed interface issues, reworked automated job timing, resolved EDI problems, reviewed intercompany setup, and reconfigured the system to reflect how East Alabama Health actually operates.

Targeted Training

GForce delivered training across requisitions, purchase orders, matching, inventory control, contracts, mobile supply chain management, and Microsoft Add-ins. Sessions built practical capability across the team rather than surface-level familiarity.

Physical Inventory Assistance

GForce consultants went on-site to support three full physical inventory counts over two months, dedicating two full days per count. The hands-on presence helped establish a reliable inventory baseline and repeatable processes around it.

Smart Recon Deployment

GForce deployed Smart Recon within the Lawson environment, improving reconciliation capabilities without adding third-party complexity to an already-fragmented system.

Managed Services

Now that the supply chain environment has been stabilized, East Alabama Health has decided to continue its partnership with GForce for ongoing managed services. This reflects the trust built through the remediation engagement and East Alabama now has consistent access to experienced Lawson resources. An AP Invoice Automation project is also underway in an effort of continuous improvement on the finance side of Lawson V10.

THE RESULTS

The engagement closed the gap between a completed implementation and a functioning one. East Alabama Health now has a stable supply chain environment, a trained team, and a trusted partner positioned to support continued growth.

Stable Supply Chain Operations

Supply chain processes reflect actual operational needs, with fewer disruptions to daily work.

Reliable Inventory Management

Physical inventory is now supported by consistent processes and reliable data.

Trained, Confident Users

Staff are equipped to use available modules effectively and without workarounds.

An Expanding Relationship

Managed services and a new AP Invoice Automation project reflect a partnership built on trust.

THE TAKEAWAY

A completed implementation is not the same as an effective one. When system configuration doesn't reflect how an organization actually operates, workarounds develop and complexity increases. Closing those gaps requires targeted problem-solving rather than a full transformation. Having the right partner to align functionality with real operational requirements is key to turning system configuration into real value.

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