


Opus Case Study

 Epilogue Systems

MASS GENERAL BRIGHAM

Opus success on Workday & UKG



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Deborah Littlefield



Key Results

Under 3 Weeks

Implementation Time

32,000

Logins in first 6 months

13,182

Users



Mass General Brigham Incorporated [MGB] is a Boston, Massachusetts based non-profit hospital and physicians' network that includes Brigham and Women's Hospital and Massachusetts General Hospital. Their main campus is located in Boston and their history includes many New England hospitals founded over 200 years ago, with some of the most prestigious hospitals in the world.

Built on the legacy of two leading academic medical centers, MGB prides itself on being the leaders in the practice of medicine. As a world-recognized leader in research, MGB is home to one of the largest hospital system-based research enterprises in the U.S. with an annual research budget of \$2 billion and currently, there are over 2,700 ongoing clinical trials. MGB cares for over 1.5 million patients annually and a total staff of over 90,000.

In 2021, the Leader of Education and Organizational Readiness at MGB, Deborah Littlefield, was tasked with producing all educational, end user support and change content for their Workday ERP & UKG Dimensions Project, focusing on 3 domains: Finance, Human Resources and Supply Chain Management. Littlefield knew that one of the most important aspects was the ongoing, easy maintenance and consumption of that content for those 3 Workday areas.



MGB implemented Epilogue Opus in under 3 weeks in November 2022 at MGB and had over 32,000 logins in the first 6 months, and 13,182 users logged in 57,642 times between Aug 1 2023 and Feb 4 2024 : a testament to the effectiveness of Littlefield's change management and communications. Looking forward with Opus there are no restrictions to any other IT Application at MGB.

MGB tested other solutions including Ancile uPerform and Opus, and Littlefield states "We took advice from our Workday System Integrator, KPMG, and tested all offerings thoroughly, and because of the content was 100% web-based with Opus stored in one location via AWS, as well as the ability to use the Opus Content Library as an LCMS, the choice was easy". Littlefield continues "Opus allows us to have a lean content development process, using the SMEs to author the content, then my Team reviews, edits and publishes from one screen and all the Opus outputs are updated : we fell in love with the Opus Solution" Opus was also the clear choice in testing, privacy and security.

Littlefield continues "The MGB IT Security Team are focused on keeping all the patient information safe, and our due diligence for the thousands of MGB end users meant that the Team were heavily involved at every step" nature of the Applications and content, security was a high priority or MGB Health

MGB likes the ease of editing in Opus, re-using existing content utility & language conversion functionality.

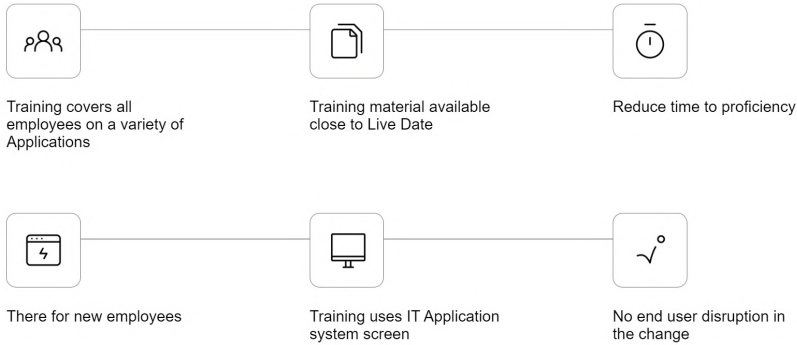
Additional training benefits include Quizzes & Tests on competency of MGB employees, as well as Sandbox access via Opus Simulations.

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Digital Adoption Business Transformation

MGB had several Key Business Objectives including ease of access and increased user adoption. These objectives were mirrored in Learning offerings:



MGB evaluated other learning solutions such as ANCILE uPerform but after due diligence settled on Opus for a variety of reasons including ease of use, just-in-time training & support, centralized content, and ease of content creation and use.



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