

Résumé

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Experience

20+ years senior management experience in Pre Sales, Software Development, Product Marketing, support and Information technology in enterprise and e-business infrastructure software solutions. Over the last 14 years my focus has been within Healthcare in the Provider, Payer and Pharmaceutical markets. Focus within Collaborative Care Solutions, Population Health Management, Care Coordination, Data Analytics, HIE & Regional Health Exchanges, Data Integration, Revenue Cycle Management, Enterprise Master Person Index (EMPI), Semantic Normalization, Electronic Health Record infrastructure (EHRi), across North America

Professional Highlights

- Highest revenue earning Solution Consultant for Orion Health supporting east coast activity
- Sales activity focus on Health Information Exchange (HIE) and Healthcare Middleware Integration
- 20 years management / Sales / Product Marketing and Information Technology in software e-business.
- 14 years healthcare solution-ing and integration experience. (PHM, ACO, HIE, RHIO, IHE, HIAL, XDS, EMPI, EHRi, HI7 v2/v3, EDI X12 EDI , X12, HIPAA)
- 8 years business process management (BPM) experience
- 5 years composite application development experience
- Proven leader and team player.
- Excellent management, communication, written, customer, presentation and demonstration skills.
- Experience in many lines of business, including healthcare Provider, Payer & Pharma Market, Revenue Cycle Management, application vendors, hardware vendors, and system integrators
- Adaptability to address executive, management and IT technical staff, including presentations and demonstrations

Orion Health Inc

May 2012 - Present Director of Solution Consulting (Pre-sales)

Reporting to VP Global Service I was responsible for delivery of resources and personally supporting pre-sales activity across North America. Over my tenure the company has seen excellent growth and expanding into other markets outside of the traditional state driven HIE market.

Professional Achievements:

- Management Responsibility of Team of 9 pre-sales personal spread across the United States and Canada
- Generated revenues of \$80M+ per annum both as a single contributor and as Director of the Solution Consulting team
- Direct pre-sales support to sales that contributed to approx. 60% National sales in last fiscal year. The majority of that being to new market segments (ACOs) and was Highest revenue earning Solution Consultant for Orion Health supporting east coast activity
- Over the last 2 years I have managed the pre-sales organization to assist sales in 65% YOY growth in North American revenue, 40% YOY growth in statewide health information exchange (HIE) customers and 200% YOY growth in private HIE customers which includes Accountable Care Organizations (ACOs) with minimal employment expansion of the team.
- Developed strategic demonstration scenarios highlighting core and advanced functionality of Company Solutions.
- Responsible for trade show demonstrations both at the National and regional level
- Seen within Sales as the SME and Solution Architect for collaborative Care Solutions within Pre-Sales
- Pride myself in demonstration preparation and time customizing presentation and demonstration to meet client requirements.

Responsibilities:

- Managing the Solution Consulting team and their processes to provide adequate coverage for all Solution Consultant Activities within the North America market and provide assistance outside of the North American Region in EMEA and APAC if bandwidth allows.
- Responsible for leading Pre-Sales activity on Lead strategic accounts.
- Managing the Solution Consulting team and provide coaching in all areas of Solution Consultants
- Coaching the team in aspects of selling techniques and how to set customers' expectations as well as provide training and mentoring to ensure the acquisition and maintenance of the needed skills.
- Working with Regional Senior Leadership (Sales, Marketing and PSG) to ensure agreement is reached on the priority of demonstrations, RFP/RFI responses and custom proof of concepts / scripted to assist in reaching our sales targets.
- Owning the solution strategy for the North American market for all Solution Consulting activities and how we deliver the required demonstration/solutions to the market and make recommendations and obtain agreement with Regional Senior Leadership, Product Management
- Provided direction and management of the Department, including staffing and Salary, Bonus Plans and Performance reviews
- Building and maintaining strong relationships with all levels of Management, Sales, Implementation, Support and Product Management.
- Extensive Product Knowledge of Health Information Exchange, Data Integration solutions within the Healthcare Market.

OptumInsight / CareMedic

Jan 2008 – April 2012 Manager, Development / Information Technology at OptumInsight (formally CareMedic)

October 2009–April 2012 - Manager, Development / Information Technology at OptumInsight (formally CareMedic Systems Inc.)

Reporting to the Director of Product Development responsible for 3 development teams in Atlanta and Florida building Claims Processing applications and the deployment of Data Integration Infrastructure. Applications are Web & Client Server, ASP based supporting approx 500 clients. Involved and instrumental in deploying Agile Scrum methodologies within the SDLC across the development teams. Experience in EDI X12 837, 835, 270, 271, 276, 277, 997. Latest project was the design, architecture and development of a Rules Engine to process validation and data transformation Rules across the claims processing applications. I currently commute weekly between Florida and Atlanta.

Jan 2008 – Oct 2009 - Director, Development / Information Technology & Senior Integration Architect At CareMedic Systems Inc.

Initial 10 month period reporting directly to the CIO as senior Integration Architect responsible for the design and management of the implementation of the Enterprise Data Integration Solution. This involved the creation of the initial requirements documentation, the production of an RFP and the selection of 3rd party vendors for integration and claims validations. After purchase, the training and management of a team that deployed the solution. A package of Services was purchased to jumpstart the project but the development of the "Enterprise Data Integration Gateway" is internal.

Adding responsibility, I was asked to manage 2 software development teams in Florida along with the Integration team in Atlanta building Claims processing applications.

Professional Achievements:

- Management Responsibility of Team of 17-20 Developers and Contractors.
- Designed / Architected / Purchased / Implemented "Enterprise Data Integration Gateway" Strategy to approx 2000 connections to Providers & Payers, to process in excess 34GB of files and Images and 500,000 transactions daily.
- Management Responsibility of Integration Development team responsible for the "Enterprise Data Integration Gateway".
- Built single integration Gateway to manage all inbound / outbound files within the organization. By the End of 2011, all claims (837), remittances (835) and Clinical Compliance Data (HL7) will touch the "Enterprise Data Integration Gateway" at some point.
- Management responsibility for Real Time Claims Processing Application to Medicare. Direct management of Cobol developers.
- Reduced Work Item Average Days in Development from over 45 Days to fewer than 5.

- Reduced Maintenance Work Item Backlog from c250 in Development to fewer than 10 on Average.
- Took Management Responsibility for Batch Claims Processing Application to Commercial and Federal Payers. This involved direct Management of a team of C#.Net developers.
- Reduces Work Item Average Days in Development from Over 30 days to fewer than 10.
- Reduced Maintenance Work Item Backlog from c200 in Development to fewer than 15 on Average.
- Build and Project Managed Development Plan for the support for 5010 Claims processing of both Claims Processing Applications. On Target for Delivery Nov 2011.
- Involved and instrumental in deploying Agile Scrum methodologies within the SDLC within 2011.
- Personal Growth of individuals to take on the responsibilities of the team and build a structure team instead of a flat organization that it was when I took over responsibility.
- Deployment of Development Strategy to support Integration of 5010 EDI Transaction across Claims Processing Products within the Enterprise Data Integration Toolset.
- Build Software Requirements Specification and Managed Development of project for a Rules Engine to replace the manual coding of 'rules' within the application. Due for Delivery Nov. 2011.

Responsibilities:

- Extensive Product Knowledge of Data Integration Middleware tools both in and out of the Healthcare Market.
- Understanding of Healthcare specific transaction for both Financial EDI (x12,837,835,270/1, 276/7) and Clinical (HL7 2x and 3x,NCPDP) etc.
- Coaching Development and Management in the software Development Life Cycle (SDLC).
- Provided direction and management of the Department, including staffing and Salary / Performance review of Individuals and Team Managers / Supervisors.
- Reporting Metrics to Senior Business Leaders.
- Building and maintaining strong relationships with all levels of Management, Sales, Implementation, Support and Product Management.
- Analyzing customer requirements, proposing technology solutions and supervising development.
- Provided training / mentoring to staff to ensure the acquisition and maintenance of the needed skills.
- Maintained an advanced technical understanding of 3rd products Integration solutions.
- Provided direction and management of the Department, including staffing and performance review.

Quovadx Inc.

2004 – Jan 2008 VP Sales Operations
2001 - 2004 Director Sales Engineering

Senior level management position, reporting directly to the Vice President of Sales. Responsible for management of sales support team including sales engineers and proposal specialists. Work closely with executive management, product management and the sales force to develop and implement account-specific penetration and product direction strategies and deliver solution / presentation to clients from the 'C' Level down. In addition to managing the sales support team, I was directly responsible for strategic accounts and territories.

Professional Achievements:

- Introduction of Sales Support processes to improve allocation of resources during the sales cycle.
- Building a loyal cross platform team that works as a cohesive unit.
- Building production-like demonstrations tailored to individual clients which enabled them the ability to understand how the solution would meet their requirements in a day-to-day business environment.
- Provisioning of extended Sales Support resources on-site to facilitate clients' understanding of solutions as well as familiarization of products/services available.
- Building a proposal group that culminated in an annual win-ratio of 19.4%. (national-average 8%)
- Facilitating the smooth transition between Pre- and Post- Sales departments.
- Introduction of world wide Partner training program.
- Crafting Technical documentation and white papers to expand customer understanding.
- Establishment of a Sales Intranet to provide Sales Staff with pertinent information including PPT's, training materials, contract proposals, legal documents, cost proposals, etc.
- Introduction of Sales University to assist in regular product and sales training to field Sales Staff.

Responsibilities:

- Coordination and management of all customer demonstrations, delivery of Proof of Concept and responses to RFP's, RFI's, etc.
- Direct responsibility for key strategic accounts and geographic territories.
- Building and maintaining strong relationships with all levels of Management, Implementation, support, product management and development.
- Analyzing customer requirements, proposing technology solutions and supervising prototype development for prospects.
- Maintaining knowledge of competitive solutions to effectively address and dispel customer objections.
- Coached Sales Staff in aspects of solution selling and how to set customers' expectations.
- Provided training / mentoring to staff to ensure the acquisition and maintenance of the needed skills.
- Assisted Sales Staff in pre-sales preparation, solution development, and general technical positioning.
- Maintained an advanced technical understanding of company's products and services.
- Supported both Direct and Channel Sales teams for world-wide sales.
- Provided direction and management of the Department, including staffing and performance review.
- Tradeshow coordinator of all tradeshows, ensuring hardware, software and resources.

Pixel USA, Inc.

1996-2001 IS Director

Reported to the CEO as Technical Director of Internal systems and Director of pre- and post- software sales engineering. Initial partner to CEO who established United States operations in Atlanta, GA from United Kingdom headquarters. This operation grew from 2 employees to 30+ with revenues of \$7M, overtaking sales from founding company in the United Kingdom. Company primarily focused on legacy host integration to character based applications on mainframe, AS400, UNIX and PICK. This integration would expose these systems to portal development tools and workflow integration applications as web services for integration into new composite applications. During this timeframe, the company expanded into other markets within CRM / SFA, Knowledge Management and Web Site development where I headed these business units for technical sales and IT Management.

Professional Achievements:

- Responsible for operations of IT infrastructure staff of 15. Included internal systems, pre-sales, post sales, QA, training, documentation and Special Projects.
- Product Evangelist of company's suite of software for Terminal Emulation and Screen Scraping technologies.
- Steered product design from customer requirements during pre and post sales discovery and gathering process.
- Business development manager to United Kingdom software organizations in the startup and reselling of their software solutions in the United States (software included CRM, Knowledge Management and Web site development ventures).
- Responsible for development and design of corporate web site with over 500 pages of technical, support and sales material.
- Directly responsible for training of Microsoft and Sun Microsystems support teams in partner venture.

Pixel Innovations Ltd (UK).

1992-1996 Technical Services Manager

Reported Directly to Managing Director (CEO). Responsible for pre- and post- sales support for the organization. Created world-wide alliance partners to resell products outside of United Kingdom market. Worked in horizontal markets including finance, manufacturing, healthcare, local government and transportation.

Professional Achievements:

- Built and managed Sales Support team of 6, responsible for over 3,000 customers world-wide for software technology.
- Personally responsible for training and support of IBM as a business partner to 15 European support teams.
- Trained and supported reseller support and sales teams in United States, Australia, South Africa and Asia.
- Sole Sales Engineer for all company software solutions with annual sales of \$5M.
- Presented to C-Level at major corporations throughout Europe.
- Built and participated in trade shows at regional and national levels.