



MEDIBANK HEALTH SOLUTIONS CASE STUDY

Medibank Health Solutions is one of Australia's largest providers of telephone and web-based health support services, providing essential healthcare to those who need it 24 hours a day, 7 days a week, 365 days a year. Medibank Health Solutions is a wholly owned division of the Medibank Group of companies



Challenge

Medibank Health Solutions needed to augment their strategic new and retention business capabilities during a period of key growth potential. Support from experienced business conversion professionals, able to effectively lead high priority projects for the high revenue division of the publicly listed Medibank was required



Solution

Molto Bene placed a senior strategic professional with MHS for a 12 month secondment to provide strategic support and project management assistance to the Divisional General Manager (DGM) to prepare for, and convert retendered business, provide high level strategic support for new business initiatives and identify and embed operational efficiencies



Benefits

A single 12 month period saw over 96% of MHS telehealth business up for retender and 100% of that work was secured for another term. Molto Bene's support in running the Bid Centre allowed the DGM and operational teams to focus on the provision of great health care, knowing business growth was in safe hands

WHAT PREVIOUS MHS GM, CUSTOMER AND STRATEGIC INITIATIVES KAREN ADAMEDES SAYS

When working with Serena on this project, it was clear that Medibank benefitted enormously from her intellectual rigour, fresh eyes and structured approach during a period of great risk and opportunity. The leadership team moved forward with their own responsibilities, knowing Serena had the Bid Centre under control.

MOLTO BENE

To learn more about how we can help you achieve your goals, contact:

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