

KLAS First Look

Bails & Associates

TRUSTED INFOR
IMPLEMENTATION PARTNER



Separating fact from fiction



What Does Bails & Associates Do?

Bails & Associates provides Infor implementation services for human capital, supply chain, and financial management applications. KLAS has not previously reported on Bails & Associates, and this report thus constitutes a first look at their clients' experience. The goal of First Look reports is to validate the initial feedback of early respondents.

Key Competitors

Avaap, HyBridge Solutions, Infor Consulting Services, ROI Healthcare Solutions, RPI Consultants

Number of Clients Interviewed by KLAS

8 individuals from 5 unique organizations

Makeup of Interviewed Clients

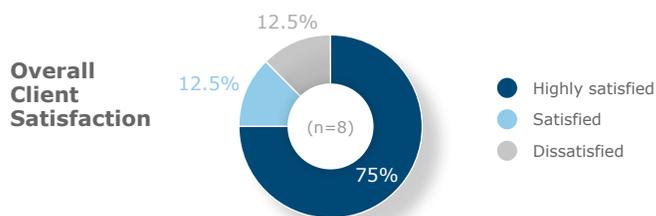
Hospitals and health systems



Bottom Line

Clients report high satisfaction with Bails & Associates executives and consultants and regard the firm as a true partner. All respondents would contract with Bails again. Client-reported areas for improvement include more proactive leadership and more specific supply chain knowledge.

Bails & Associates Client Experience: An Initial Look



Select Performance Indicators (1-9 scale)

Quality of staff/consultants	Drives tangible outcomes	Strength of partnership	Would recommend to a friend	Grading Scale	
A-	B+	A+	A+	A+ = 8.55-9.0	C = 6.39-6.74
				A = 8.19-8.54	C- = 6.12-6.38
				A- = 7.92-8.18	D+ = 5.85-6.11
				B+ = 7.65-7.91	D = 5.49-5.84
				B = 7.29-7.64	D- = 5.22-5.48
				B- = 7.02-7.28	F = <5.22
				C+ = 6.75-7.01	

Of 8 respondents, 100% would buy again.

Strengths

- Honest, upfront customer service
- Consultants are committed to client success
- Trusted partner



"Bails has been an integral partner of ours for many years. We had leadership transformation pretty much in all areas, and Bails has helped us advance some different practices from a technology standpoint. We put a lot of trust in the relationship, and the vendor's consultants get the job done. We know that

if we have a challenge, we can pick up the phone and talk to the vendor directly. Our relationship with them has been very valuable, and I don't see that changing." —Associate CIO

"Bails stood out from other consulting firms because I felt like I could really talk to them. Bails's people tried to get to know me and were real people. Bails created a close-knit team." —Director of accounting

Challenges

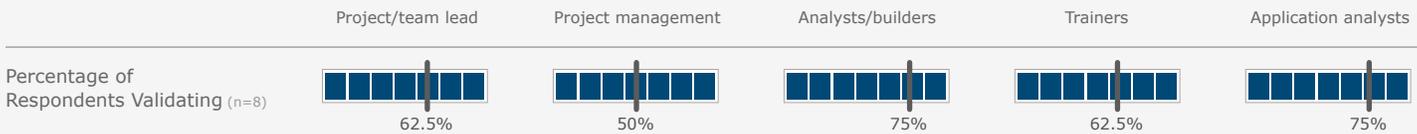
- One organization felt Bails could have provided more guidance and leadership through issue resolution
- One client reported a limited showing of supply chain-specific knowledge



"As an organization, we were really not looking at the implementation as a means to evolve our strategy across all the hospitals. We were just trying to get the system in and get it operational. There was a limit to what we asked Bails to do. We didn't want them to go in and reenter everything. I wasn't punishing them for that. But Bails didn't come up with strategies to work through or around the problems. In many cases, we just stalled out with them." —Assistant vice president

"Bails was absolutely phenomenal on the general financials side, but they struggled a bit with supply chain. From a strategic perspective, Bails's ability was stronger on the general financial side than on the supply chain side. The consequence was that some imperfect data or processes had to be tweaked, but that is pretty common. That was nothing that we weren't able to resolve." —IT director

Roles Filled During Implementation



KLAS' Points to Ponder



Mike Davis

HCIT market research and analysis expert with 40+ years of experience

The Positives: Bails & Associates provides a focused implementation for healthcare organizations implementing human capital, supply chain, and financial management applications from Infor. The use of Infor Implementation Accelerators and Bails's proprietary tools minimizes the time and effort needed to deliver an operational live environment with higher value, less risk, and less cost. Bails supports other industry implementations of Infor and can use this experience to enhance healthcare services.

Organizations should consider the following:

Shared Project Management Tools

Bails clients have access to a shared project management view of the planned implementation and training process, critical for resolving identified issues and keeping the project on track. The identification of key project milestones for Bails and the client ensures engagement success and an achieved ROI.

The Importance of Healthcare Experience

Bails supports other industries besides healthcare. The ability to hire and retain healthcare-experienced staff is one of Bails's key success factors. Financials and operations are more complex in healthcare than in many other industries and require experienced consultants to deliver expected results.

Identify Clear and Measurable ROI Goals

Enterprise operations need to be continually evaluated for process improvements that support ROI goals. Before designing and creating the implementation process, organizations should identify enterprise application improvements that will reduce operational costs and can be clearly measured. A business analytics application should be implemented to constantly monitor and report on the progress of ROI goals.

Change Management Is Crucial

The success of an implementation is influenced by the quality of the change management. Change management in a healthcare organization should follow a top-down methodology driven by the healthcare executives who manage the organization's financial, operational, and human capital operations. Executive involvement will drive higher levels of application adoption among end users.

Bails & Associates: Company Profile at a Glance

Founder: Jamie Bails

Year Founded: 1997

Headquarters: Canonsburg, PA

Number of Projects: 67 completed since 2019, 62 under contract

Number of Employees: 50, with 80 additional contractors

Target Healthcare Client: New and existing Infor client base, including hospital systems, clinics, retirement communities, research facilities, and payers



Jamie Bails, President and CEO

How would your clients describe your services?

- Bails is a well-known and heavily experienced partner, specializing in the healthcare industry.
- Bails demonstrates an excellent understanding of the Infor products as well as implementation and upgrade strategies.
- Bails has a culture of collaboration and product enablement.
- Bails stands behind their work.

What is Bails's biggest differentiator?

Bails consultants average 21 years of tenure in the Infor space. Most ERP services firms can implement core functionality, such as human resources, general ledger, and inventory control. Going deeper, Bails collaborates with clients to stand up game-changing modules—such as compensation management, project accounting, mobile supply chain, and electronic data interchange—with skill and efficiency. Leveraging our experience, Bails focuses on enablement through every step of the project, including product training, multiple test cycles, and end-user training. Bails helps clients maximize their Infor investment by aligning system capabilities and operational efficiencies with their organizational mission and vision.

REPORT INFORMATION

Reader Responsibility

KLAS data and reports are a compilation of research gathered from websites, healthcare industry reports, interviews with healthcare organization executives and managers, and interviews with vendor and consultant organizations. Data gathered from these sources includes strong opinions (which should not be interpreted as actual facts) reflecting the emotion of exceptional success and, at times, failure. The information is intended solely as a catalyst for a more meaningful and effective investigation on your organization's part and is not intended, nor should it be used, to replace your organization's due diligence.

KLAS data and reports represent the combined opinions of actual people from healthcare organizations regarding how their vendors, products, and/or services perform against their organization's objectives and expectations. KLAS findings are a unique compilation of candid opinions and are real measurements representing the feedback of interviewed individuals. The findings presented are not meant to be conclusive data for an entire client base. Significant variables—including a respondent's role within their organization as well as the organization's type (rural, teaching, specialty, etc.), size, objectives, depth/breadth of software use, software version, and system infrastructure/network—impact participants' opinions and preclude an exact apples-to-apples vendor/product comparison or a finely tuned statistical analysis.

We encourage our clients, friends, and partners using KLAS research data to take into account these variables as they include KLAS data with their own due diligence. For frequently asked questions about KLAS methodology, please refer to the KLAS FAQs.

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Note

The findings presented are not meant to be conclusive data for an entire client base. Performance scores may change significantly when additional healthcare organizations are interviewed, especially when the existing sample size is smaller, as in an emerging market with a small number of live clients.



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Our Mission

Improving the world's healthcare through collaboration, insights, and transparency.

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