

Engage!

Merative's twice-monthly news for and about our people and the business. For internal distribution only.

PDF version of online newsletter

In this edition

Micromedex leadership transition

MDX: New co-chair for national work group

Cúram helps client win, and win again

Merge: Overcoming challenges to earn 6.6M

Employee news: Titles, tech ed, finances +

Quick takes: Who's new. Travel discounts.

Connect: Contribute to Engage!

Visit the Engage! library of past issues

Hear the inaugural Tech Talk: Zelta teams

Be part of the next one!

To present or attend a future Tech Talk:

- [Contact Mike Roche, development director](#)
- Visit this Teams channel: [Technology Team – Tech Talks](#).

INSPIRE

Sparking collective brilliance

Tech Talks: Teamwork that improves our software

Cash, client satisfaction, and 'secrets'

A new series of "Tech Talks" gives software developers, IT experts, and others a way to collaborate and to interact more with colleagues across the Super Six, said organizer **Mike Roche**, development director, based in Dublin.

The series kicked off recently with presentations from tech leaders—this time from **Zelta**—presenting three unique projects to colleagues attending online from Canada, India, Ireland, and the US.

Here's a high-level summary of the work and of the business impact each offers. Watch the inaugural tech talk replay for details (button at left), and connect with them to learn more about how they did it.

Tech Talk 1: "Managing secrets" to improve security, reduce human error

For our clients in healthcare and social services, we help them manage a great amount of sensitive data, including protected health information (PHI), passwords, keys, and tokens, for example. Protecting that data in a secure environment with strict access controls is a critical part of work called "secrets management," work that falls to our developer and IT/operations teams.

Anthony Castrati and **Michael Roberts**, who are both software developers based in North Carolina, US, walked through the research the team did to improve “secrets management” for Zelta. “To manage all of our secrets in one centralized place, called key vaults, and control access, we decided to switch to Microsoft Azure,” Michael said.

“This solved a real problem for us,” Anthony said. “It helps us avoid any of the human error that goes with managing secrets and also increases security.”



Tech Talk 2: Seeking zero downtime for clients, lower stress for our team

With the release of a new version of any of our software products — with updates, fixes, and improvements clients have asked for — client downtime is always a concern. Software developers **Jordan Simpson**, based in North Carolina, and **Stephen Crawford**, in Dublin, discussed a years-long effort to reach zero downtime for some releases, so that clients can use our products without interruption. How? They moved to the cloud; used the Kubernetes platform to create more automations and enable more scalability; and created processes that improved reliability and speed.

What it means for clients: Releases now take about 20 minutes and require no downtime, compared to 4 hours of client downtime before. “And with faster and safer releases, we are able to roll them out more frequently, and to more quickly address any concerns that do pop up,” Jordan said.

What it means for us: Late-night weekend releases used to be very stressful for the team. “With zero downtime, releases are almost non-events for us now,” Stephen said. “They’ve been a very beneficial change for us as a team and a major benefit to our organization.”



Zelta experts led the first Tech Talk.

Tech Talk 3: Cleaning up code = getting paid faster

Zelta bills customers based on a variety of metrics, such as the storage they use, clinical datapoints, or even uptime while a clinical trial is live. Over time, our billing (or order management) system software degraded. “It

was well-written code, and well tested,” said **Greg Chatham**, software developer based in North Carolina, pictured with the first set of images, above. “But its architecture simply wasn’t compatible with the newer version of Zelta, V2.”

To address this and a range of related issues, Greg and the team implemented a new generic, metrics-based architecture over a period of a year. As part of this project, they removed about a third of the codebase (53,000 lines of code!) while introducing 10,000 new lines of code.

How this code helps bring in cash: The old system ran 125,000 jobs every night to collect and process usage data. The new architecture has just 4. Instead of taking 12 hours, these jobs are now completed in 2. The system is now collecting and billing on Zelta's V2 usage. In the coming months, invoices will go out as much as six days earlier than before.

[Back to top](#)



Micromedex leadership transition

“As the marketplace and competition evolve, we must strengthen our renewals, revitalize our client base, and establish the right strategy so we can grow this business faster. To that end, I have decided to bring in new leadership.”

Gerry McCarthy, CEO

[Read more about the Micromedex leadership transition here.](#)

STRAIGHT FROM THE SUPER SIX

Celebrations, news and wins



Making an impact nationally

The Micromedex team is proud that our very own **Brian Southard**, senior data specialist based in Colorado, US, has been elected co-chair of the Product Identification Work Group for the National Council for Prescription Drug Programs. This organization brings together diverse stakeholders to improve the exchange of healthcare information for patients and everyone involved in delivering care.

The work group Brian now co-chairs deals specifically with issues related to identifying drugs and health-related products, to ensure there is no ambiguity in distinguishing one drug or product from another.

Congratulations, Brian! Join the dozens of colleagues who have already [congratulated him on LinkedIn](#).

Have a similar celebration to share? [Contact Engage! editors today.](#)



Recognitions for how our work impacts people

The Scottish Government's social security program has won multiple awards for its benefits system, which is powered by **Cúram** technology and services. The most recent recognition was for the work supporting the expansion of the Scottish child payment benefit and introducing automation for payments.

The impact: This work will lift 50,000 children out of poverty in 2024 alone.

In other award news, Social Security Scotland also earned a "UK IT Industry Award" last year for innovation and real-world achievements on the launch of its Adult Disability Payment benefits.

The impacts: People's applications were processed 7 days sooner than before—meaning faster payments to the people who need it. Plus, more people are getting these benefits, because almost half of payments are now going to new applicants.

In a successful partnership to support people in Scotland with social benefits, Cúram and IBM teams helped the Scottish government earn multiple awards over the past several months.

This brief, high-energy video celebrates this work and recognizes the team (courtesy of IBM).

[Watch the video](#)



Executive leadership challenged teams at Merative's Annual Sales Meeting to go after new logos. The Merge team has stepped up to the challenge and is off to a great start by securing 5 new logos in Q1.

Read here about one contract worth USD 6.6 million.



Overcoming challenges

How to land a new logo with a 5-year deal

In January, a US teleradiology group came to Merge asking for a cloud-based solution that could do several things, including reduce lag time for their clinicians who read radiology images remotely, consolidate images from their different clients into one solution, integrate artificial intelligence (AI) seamlessly into the radiology workflow, and guarantee scalability. And they wanted this solution to go live in a matter of months.

The group, Northern Light Medical Management, approached the Merge team because of the CEO's positive experience with our products. But the team had to gain buy-in from other leaders and even from Northern Light's clients.

The win

The Merge team worked through the hurdles of time and cost, and even met with one of the group's clients to demonstrate their value and willingness to collaborate. They built trust one step at a time to move this new logo over the finish line in April, winning over 2 competitors.

The 5-year deal has an annual contract value of USD1.68 million, and a total contract value of USD 6.6 million.

[Back to top](#)

FOCUS

Employee updates on personal and professional topics



Check Workday beginning 6 May to see your new job title and level, plus your “business title”, which will appear in Merative platforms like Microsoft Teams and Outlook.

It’s official: New “Job Framework” debuts online 6 May

Review the details about Merative job titles

As of Monday, 6 May, you will be able to see your new Job Framework title and level in Workday. In addition, “business titles” have also been updated to reflect the new framework and to clean up out-of-date titles. These will be the most visible titles internally, since they're what show up in Merative platforms like Microsoft Teams and Outlook.

A job framework is an organizational structure that groups people’s roles into job levels (formerly called “bands” or “grades”) and job families (or functions). Thanks to a collaborative effort among leaders and managers across the organization, Merative’s new Job Framework:

- Aligns job levels across the org using consistent criteria, including complexity and impact of the role
- Helps you to better understand possible next steps for your career at Merative
- Helps managers to better understand the external market and internal equity when making important compensation and promotion decisions
- Helps leaders to hire with speed, clarity, and consistency across the business
- Makes titles more reflective of Merative's size and market

Learn more

Bookmark Mint’s [Job Framework page](#) for more details about the framework and for these resources:

- [How to find your title and level in Workday](#) (PDF)
- [How to customize your business title](#), which is what is visible in Teams and Outlook, for ex. (PDF)
- [Go directly to Workday](#).

Have more questions? Talk to your manager, or contact AskHR@merative.com.



Employees can choose from a variety of Azure, security, and Power Platform certification exams at 50% off.

Your voice matters

Boost your technical skills

Through the employee survey, many expressed interest in continued learning and development opportunities. So we're highlighting here some great options to boost your technical skills.

Self-directed learning, certifications, and more are available through our partnership with Microsoft via their Enterprise Skills Initiative (ESI). These are for any employee, though industry-recognized certifications are particularly valuable to our technology team. ESI offers:

- Self-directed learning paths
- Training events
- Microsoft certifications
- Exam readiness resources



Note this discount

You can choose from a variety of Azure, security, and Power Platform certification exams at *50% off the market price*. When you are ready to schedule your exam, please [visit the Mint page](#) for instructions on how to obtain the 50% voucher.

To read about all learning opportunities at Merative, visit the [Learning Center on Mint](#).



Enter goals into Workday now.

Employee reminder: 3 May

Create your 2024 goals

By setting clear and achievable professional and personal goals that align with Merative's Three-Year Plans (3YPs), we can drive individual and team performance while contributing to the overall success of our company.

[See the employee Goal-setting Guide](#) on Mint. Plan to discuss these goals with your manager, then to enter them in [Workday](#). (Note the new URL). Deadline is Friday, 3 May.

Personal finance replays and resources

Merative's first Wellness@Work initiative focused on personal finance. See the all-org replays, plus geo-specific resources on the [Wellness@Work home page](#).

Coming up later this month: Our next Wellness@Work topic is mental well-being. Watch for details.

[Back to top](#)

Mark your calendar for the next All Hands

The quarterly CEO employee All Hands call will be Thursday, 30 May, 10 am ET.

Employees, watch your inbox for your invitation. A replay will be posted on the home page of Mint, the Merative intranet, by Friday of that week.

QUICK TAKES

A round up of company info and reminders



Welcome to Merative!

Meet our newest employees. Connect with them if they're on your team or in your geo.

- **Tamilselvi Balakrishnan**, Sr. Cloud Engineer, Merge. Virginia, US
- **Taquiuddin MD**, Back End Developer, Cúram. Bengaluru, India

- **Katie Roundtree**, Enterprise Partner Manager, Merge Sales. Florida, US
- **Mandeep Sodhi**, Java/ Technical Consultant, Cúram. Mississauga, Ontario
- **Michael Stefanick**, Sr. Finance Partner, Finance. North Carolina, US
- **Ramanjaneyulu Vallepu**, Workday Recruiting, CIO. Hyderabad, India
- **Don Wagner**, New Business Development Executive, Zelta Sales. Missouri, US

We're glad you're here.



In case you missed it . . .

Travel discounts

Engage! readers gave a thumb's up for a few stories from the last issue. So we thought these deserved a little more coverage, in case you missed them.

- Reserving a hotel for vacation? [Check out discounts from 3 chains.](#)
- [Renting a car?](#) Learn how to get a Merative discount AND avoid getting dinged for damage.

Official days off

- 6 May: France, Ireland, UK - Bank Holiday
- 8 May: France - Victory Day
- 9 May: France, Germany - Ascension Day
- 13 May: India (Hyderabad only) - Local elections
- 20 May: Canada, France, Germany - Victoria Day/Whit Monday
- 22 May: Singapore - Vesak Day
- 27 May: UK, US - Bank Holiday/Memorial Day
- 30 May: Germany - Corpus Christi

Find the complete [list of 2024 Merative holidays](#) on Mint, searchable by date and geo.

To schedule meetings or events across time zones, this resource can help: [TimeAndDate.com](#).

[Back to top](#)

CONNECT

Send us your stories!

Editors of *Engage!* internal newsletter seek your contributions. *Deadline for submissions: 9 May for the mid-May issue.* Contact Amy.Avery@Merative.com.

Find company updates and news on [Mint, Merative's Home Page](#).

[Back to top](#)