

DATE: March 15, 2019
TO: CHRISTUS Health Executives
FROM: Ernie Sadau, President & Chief Executive Officer
RE: Enterprise Resource Planning Updates

Many of you know that the enterprise resource planning (ERP) project currently underway has an audacious but necessary goal: to unite our disparate systems across CHRISTUS into one that's connected, coherent and more convenient for us all. We've been working to change many of the financial, human resources, supply chain management and clinical integration systems and processes you use to conduct your everyday activities so that they are all supported by one single provider, Infor, and many new processes and procedures designed to ensure efficient and effective operations across CHRISTUS. When it's complete, it will be technology and business processes at their best—focused on meeting the needs of our Associates and leaders and streamlining so many processes that are difficult or time consuming for us today.

But to make this technology work, we have to institute some changes to our processes now.

The first change is expected to happen in July 2019, with more to come through the fall and continuing into 2020. We've assembled teams dedicated to each area and their primary focus has been to take inventory of our current approach and design our approach in the future. I'm especially proud of these teams as they recently completed the first prototypes for each area.

However, we are now no longer able to create new jobs or pay practices. We've worked hard to capture existing jobs and pay practices and are now focusing on transitioning these to our new system, which will go live in January 2020. These restrictions will remain in place until that time to ensure accuracy of the data we're moving, but we know you may have urgent needs before then. We want to help you as best we can, and encourage you to contact your HR Business Partner who can help find a solution to meet your needs in the interim. But as we get closer to the launch of our new system, we will institute a complete blackout on HR/payroll requests and changes of any kind.

We also ask that no new department codes or accounts are created. If these *must* be generated, we ask that you follow the same process you'd regularly follow and generate as few as possible. But, just as we shared regarding new jobs or pay practices, we will institute a complete blackout on the creation of new department codes or accounts, too, as we get closer to the launch of our new system.

Finally, if you and your team are considering any new applications, technology or enhancements of any kind, we ask that you first evaluate this with your IM Center of Excellence or with George Conklin, Randy Safady or Marty Margetts. They will determine if resources can be diverted from our ERP efforts to address these needs now.

We're working on additional updates as to what changes you can expect and, in turn, will continue to work to be flexible to accommodate needs you might have. Thank you for your continued dedication to and support of our efforts as connecting our systems will help us further fulfill our mission, to extend the healing ministry of Jesus Christ.