

TROY ESSICK - TECHNICAL PROJECT MANAGER (Infor)

Infor CloudSuite | Healthcare ERP Delivery | Multi-Tenant SaaS Migration & Program Recovery

PEACEHEALTH

- Role: Technical Project Manager
- Software: Infor CloudSuite (Healthcare MT SaaS Platform)
- Tools: Infor OS, Excel, SharePoint, Jira, MS Project, Teams, Clarity CloudSuite, Agile, Hybrid, Traditional methodologies, SaaS Delivery Guide, CloudSuite Portal, CRM, Infor Data Lake, Infor Data Loader, Infor
- Mongoose, Infor ION, Ming.le
- Led stabilization and re-implementation strategy after failed initial go-live
- Identified root cause in supply chain data validation process that delayed deployment by a year
- Created an executive-level remediation plan and supported full data pass rework
- Maintained documentation for new cutover plans, QA processes, and readiness checkpoints

Result: PeaceHealth re-engaged Infor for complete re-implementation - Achieved full ERP go-live in second attempt with improved governance

Infor TPM Portfolio includes legacy migrations, ERP stabilization, and multi-tenant SaaS delivery for high-stakes healthcare customers.