

SAP Customer Success Story Healthcare



The Austrian healthcare provider **Tiroler Landeskrankenanstalten GmbH (TILAK)** focuses its business on two critical success factors: **efficient patient care and reduced medical and administrative costs. To achieve these primary objectives, TILAK chose SAP® Business Information Warehouse – a key component of mySAP™ Business Intelligence – as the ideal tool for its everyday business.**

TILAK



TILAK

SAP® BUSINESS INFORMATION WAREHOUSE ALLEVIATES INCREASING COST PRESSURE

MORE THAN A DECADE OF SUPERIOR HEALTHCARE

With a payroll in excess of 5,800 employees, Tiroler Landeskrankenanstalten GmbH (TILAK) is one of the largest healthcare providers in Austria. TILAK was founded in 1991 as a result of a merger of the University Hospital of Innsbruck and the three provincial hospitals of Natters, Hochzirl, and Hall – and since then has continued to place its focus on providing high-quality care to patients while achieving more efficient and cost-effective business operations. With more than 1.5 million outpatient cases per year and more than 90,000 inpatient admissions, the group attained a capacity utilization level of 79.4% (of more than 2,000 available beds) in 2000. In 2002, TILAK had an operating budget in excess of €350 million (approximately \$352 million) at its disposal, approximately two-thirds of which were allocated to labor costs.

INEFFICIENT HETEROGENEOUS SYSTEMS

However, when the merger first took place, TILAK quickly realized it needed to create an IT landscape that would allow employees to access information enterprise-wide and provide managers with a comprehensive knowledge database for evaluating both medical and business performance.

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“We basically were dealing with a heterogeneous system landscape,” explains Christian Triendl, technical project manager at TILAK. “This meant time-consuming analyses and programming investments and an extreme amount of time spent on synchronizing the data from the various systems via interfaces. Our IT specialists were mainly involved in data acquisition, and were additionally hampered by the lack of correlation with external data, for example from the World Health Organization (WHO) or the Organization for Economic Cooperation and Development (OECD).”

QUALITY INFORMATION, CUSTOMIZABLE ANALYSIS TOOLS

To meet these challenges, TILAK searched the market for a suitable business warehouse solution that would, first of all, guarantee decision makers a rapid supply of high-quality information. Second, the company wanted a solution that would provide customizable analysis and reporting tools – not only for its high-level managers but for TILAK’s human resources department – and enable it to reduce analysis runtime and operative system loads. TILAK also needed a flexible solution that would smoothly integrate into its basis system. It quickly settled on SAP® Business Information Warehouse (SAP® BW) – a key component of mySAP™ Business Intelligence (mySAP™ BI).

“SAP BW was certainly the right decision and an important one... highlights include the system’s user friendliness, particularly the intuitive processes and clear presentations in workbooks, as well as analysis options.”

Christian Triendl, Technical Project Manager at TILAK

SIX-MONTH IMPLEMENTATION

Project kickoff was in November 2000, followed by a six-month implementation phase in collaboration with Allgemeines Rechenzentrum GmbH (ARZ). ARZ provides end-to-end solutions for centralized and decentralized IT infrastructures (hardware, software, and networks) with a focus on future-proof, state-of-the-art application technologies. In 2000, ARZ became a certified SAP Customer Competence Center.

MEETING ALL EXPECTATIONS

Triendl is full of praise for the SAP software: “The numerous navigation possibilities and the solution’s many standard functions are particularly worth mentioning. Other highlights include the system’s user-friendliness, particularly the intuitive processes and clear presentations in workbooks, as well as the analysis options.” The new product met the healthcare

provider’s expectations by enabling it to map processes in great detail while guaranteeing minimum downtime and short response times. Some 50 users quickly adapted to the new product, due in part to the short implementation phase and the solution’s flexibility in accommodating organizational processes.

“SAP BW was certainly the right decision and an important one,” says Triendl. In the near future, all the company’s medical and business systems will be interlinked, which means some 400 TILAK executives will have rapid and reliable access to critical real-time information.