

Integratus Business Intelligence Center of Excellence

Dramatically Improving Adoption of BI in Healthcare

Background

Integratus consultants recently worked with a non-profit healthcare provider in Texas, helping to implement their BI Center of Excellence. This organization serves 3.5 million residents of Texas, employing about 18,000 people with 38 different facilities, including research centres, dialysis center, hospitals and academic hospitals. Although they invested in leading platforms such as Epic & SAP BusinessObjects, they were still facing a great deal of challenges improving adoption of their BI Platform.

Challenges

After having spent close to 10 million man hours developing their reporting platform (over a six year period), they needed to explore new ways to increase adoption from the current base of 200 users. In addition, due to the complexity of working with multiple internal and external stakeholders it became very difficult to keep up with increasing reporting requirements. As an example, in HR it was difficult to perform cost analysis and prepare compliance documents due to inconsistent benefits and pay cycles across each different employee group.

Approach

Integratus Consultants implemented a comprehensive BI Center of Excellence to increase adoption across the organization. Example best practices include:

Agnostic Platform Architecture

- Aligning current Analytics and Data Warehouse investments with an agile approach that accommodates multiple disparate data sources.
- Reducing development cycles from 2-3 months down to 3 days to 2 weeks.

Data Governance

- Expanding compliance protection and data quality management capabilities.
- Improving cross-departmental team collaboration and turnaround times to resolve key issues regarding work flow changes and clinical staff training.
- Improving data integration from different systems.
- Managing Taxonomy more effectively.

BI Centre of Excellence

- Providing solutions quickly for DW/Analytics team and ensure their success by defining roles and responsibilities of the staff based on current analytics of real world standards.

Results

By implementing this approach, the healthcare provider was able to achieve not only national standards, but also the flexibility needed to deliver specific local requirements. In addition they were able to increase employee software adoption to over 2,000 users within less than a year. Moving forward they are able to rely on a self-sustainable foundation to address any and all reporting requirements, delivering cost effective, in-house BI solutions rapidly and efficiently.

Software

- SAP BI Platform
- SAP Data Services

Why Integratus?

- Leverage prebuilt Business Intelligence & Data Warehouse content available for SAP BI Platform & SAP SuccessFactors.
- Rely on proven solutions implemented with hundreds of customers nationwide.
- Visualize actionable data with dashboards and exploration.

About Integratus

- Integratus provides Business Intelligence & Data Warehouse implementation services, delivering results-driven solutions for Healthcare, Public Sector & Large Enterprise clients throughout North America.
- Integratus leverages market-share leading SAP BusinessObjects tools to integrate data from multiple sources, making it accessible where and when you need it most.
- Recognized by SAP product managers as the go-to partner for SAP Rapid Marts & Data Services implementations, our consultants have achieved national recognition for quality of implementations delivered.

Contact Us

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