

Healthcare ERP Implementation Services

Healthcare industry today is focused on improving the quality of care and operational efficiency, while reducing costs and optimizing its backend operations. To maximize profits, reduce costs and achieve a seamless healthcare continuum it is imperative to improve the efficiency of back-end business across functions such as Supply Chain Management, Inventory Management, Human Resources etc., through Enterprise Resource Planning.

For a successful ERP implementation, the inherent people and process issues need as much attention as the technology. Infosys specializes in ERP-driven business transformation by addressing some of the core issues of Supply Chain Management and Revenue Cycle Management of hospitals through ERP implementation. In ERP implementation in hospitals, we target the following areas for improvement: data standardization, integration of supply

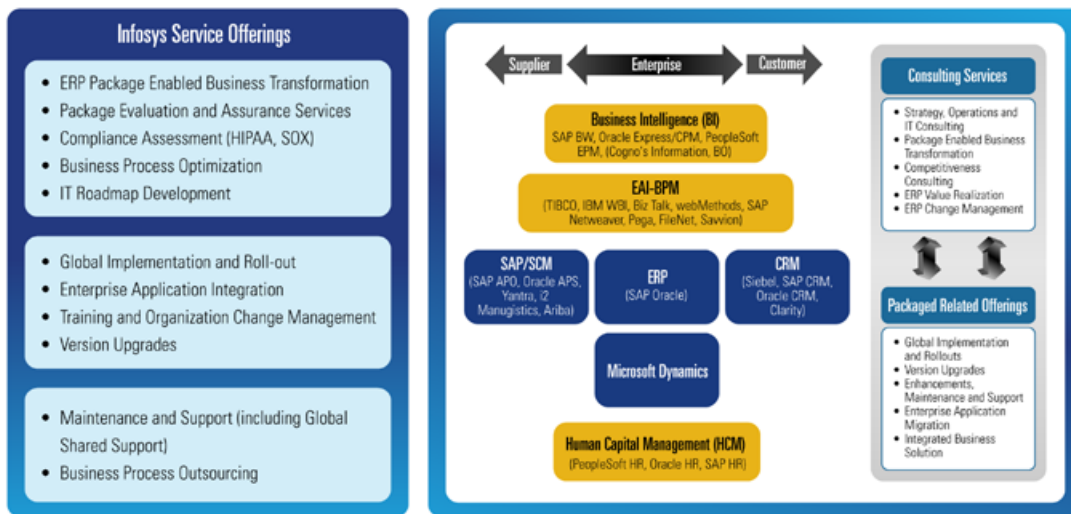
chain and revenue cycle, integration with core clinical systems, coding and billing, controls and adherence to policies, suppliers contract management, strategic sourcing, physician buy-in on prescription items, demand forecasting, inventory hoarding, material handling time by medical staff and disaster recovery in supply chain.

Infosys ERP Implementation and Operations Improvement Services

Infosys has a dedicated practice of 4000+ people focused on ERP package implementations with proficiency in implementation of all the leading ERP packages (Oracle PeopleSoft, SAP, Microsoft Dynamics, Lawson etc.). We have over 200 domain consultants with rich industry experience in Supply Chain Management, Human Resources, Revenue Cycle Management and Patient Relationship Management business process optimization.

We ensure maximum value realization to our clients from their ERP related IT investments by leveraging Infosys' proprietary Value Realization Method®. In this method, the technology aspect of ERP projects is coupled with a detailed business value scan to identify areas of operational improvement and unrealized value potential. Business process improvements and ERP package configurations are targeted to deliver maximum improvements in operational

KPIs (Key Performance Index). We train the client stakeholders on ongoing metrics management and benefits tracking that enable them to continuously enhance business processes and ERP configurations as well as align them with changing business needs. Organization change management has a strong focus in ERP implementations to ensure end-user adoption.



Value Proposition

- Infosys serves as a one-stop-shop for ERP package-driven business transformation by providing a complete spectrum of services including - consulting, package implementation, integration with legacy applications, business process optimization and organizational change management.
- Infosys maintains the value focus throughout the ERP implementation; we not only target maximum value realization for hospitals but also for patients by ensuring patient safety and improving patient experience.
- Infosys leverages its own proprietary framework Value Realization Method® to identify unrealized value potential, design maximum value realization and track realized value from ERP related IT investments
- Infosys has an Interface Center of Excellence with experienced resources in healthcare standards and terminologies like HL7, DICOM, CCD, CDA, ANSI X12, ICD9/10. Our interface development services can be leveraged by client for seamless integration with core clinical systems as well as with external organizations.
- Infosys has proven frameworks and best practices-based methodologies related to implementation of all the leading ERP packages like Oracle Peoplesoft, SAP and Microsoft Dynamics. Our pre-configured solutions for hospitals can accelerate package deployment in specific areas.
- Infosys solutions like RFID for hospitals, dashboard solutions for supply chain management and revenue cycle management, and ICD10 transformation solution can additionally be leveraged by our clients to enhance operations.
- Infosys has a large resource pool of trained, certified and highly experienced people with expertise in leading ERP packages, provider processes and healthcare standards. Our skill base gives Infosys the ability to quickly ramp-up the team based on the needs of our clients
- Infosys ensures delivery excellence by adopting strict quality assurance measures and leveraging our engagement accelerators, governance models, process tools and templates to deliver services with high quality, productivity and reliability.
- Infosys has perfected the Global Delivery Model over the last 25 years, and leverages it to deliver ERP implementation and related services with time and cost advantage to our clients.

Allied services

Business Consulting

Provides you with strategic differentiation and operational superiority, assessments, proprietary industry analyses & projects structured around beating the competition.

Mobile Healthcare

Allows healthcare providers to rapidly extend their existing Hospital Information Systems across multiple channels like mobile messaging, mobile Web and mobile applications.

Hospital Performance Management

Helps you balance quality of care and profitability by managing business process efficiency. Infosys' Hospital Performance Analysis Framework supports real-time monitoring of KPIs and workflows, real-time alerts and role-based dashboards.

Enterprise Application Integration

Make the whole of your IT applications much greater than the sum of its parts. Infosys can leverage the Global Delivery Model (GDM) to deliver immediate and dramatic productivity growth like no one else can.

For more information, contact askus@infosys.com

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