

Case Study

Business Intelligence & Augmented Analytics

Smarten Augmented Analytics OEM Partnership for Healthcare
Informatics Solutions Company



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Partner

This Partner is a global healthcare informatics solutions company. The Partner healthcare solutions are used by Hospitals, Diagnostic Centres and Specialty Clinics among others. Their solutions have benefited over 500+ healthcare organizations globally.

The Objective

The Partner has a rapidly growing business with new end users added every day. The Partner team was finding it difficult to provide interactive analytics from the data stored in the Healthcare Information system.

To remain competitive the Partner wished to engage in a partnership with an Original Equipment Manufacturer (OEM) to better support its end users with an expanded solution suite and to employ services that would offer its end users interactive analytics to analyze and report on data within modules like Finance, Patient Admission, Patient Discharge, OPD Consultation, Medical Procedure, Lab Management etc. To accomplish its goals, the Partner wished to engage a collaborative analytics vendor to support its needs and provide meaningful

augmented analytics tools that would be easy enough for all users and would provide integration and one-stop dashboards, KPI and Reports to gather, compile and analyze data from its ERP solution. The Partner wished to create a roadmap to assisted predictive analytics so its end users could easily forecast, plan and predict business results and requirements.

Challenges

- Need for analytics within the confines of the Healthcare Information System
- The existing solution had built-in reporting, but reports were not interactive, so there was a continuous need for new reports from end users and this process was time consuming and expensive and required professional resources
- Partner end users used time-consuming, non-interactive, Excel-based reports with unsecured data
- Revenue tracking reports for management was a mandate
- The Partner needed interactive Dashboards that would accommodate all its end users, no matter their technical skill set

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- There was a need for sophisticated analytics integrated with the Healthcare Information System to bring decision-making and performance to a new level
- The Partner required simple export and publishing of reports
- The Partner wished to engage a dependable OEM partner to provide a self-serve, intuitive augmented analytics solution that would be scalable and meet the needs of many different Partner end users.

To overcome these challenges, the Partner wanted a powerful, browser-based analytical solution built on industry standards to support fact-based decision-making and to answer time-critical questions.

The Solution

The Smarten team developed and presented a Proof Of Concept (PoC) to the Partner to demonstrate features and functionality that would address all functional and technical needs. The PoC deployment was analyzed and verified by the Partner technical and management teams. After an extensive and rigorous evaluation, the Partner chose Smarten as its analytics partner and entered into an OEM partnership so that it could leverage the benefits of the Smarten solution and use it to expand its product and service offerings to its end users.

The Smarten team worked with the Partner to develop BI objects to support modules like Patient Admission, Discharge, Finance, OPD Consultation etc.

The newly created partnership and the Smarten augmented analytics solution provided support to:

- Create a standard template of datasets, dashboards, KPIs and reports for Partner end users
- Create a process to quickly and effectively roll-out the Smarten solution to Partner end users and optimize budget and time constraints
- Provide training to empower the Partner team to modify templates and add new dashboards, reports, and KPIs and to support end users as they completed these tasks

The OEM strategic partnership allowed the Partner to:

- Create a competitive advantage by providing ready-to-use analytics
- Mitigate and address its end user needs for new reports
- Save time and cost by offering end users a self-serve analytics environment
- Provide end users with a path to assisted predictive modeling for planning and forecasting

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- Democratize data and solution use and provide valuable insight from the Partner Healthcare Information System data using Natural Language Processing (NLP) Clickless Analytics capability
- Provide a commercial advantage with unique OEM licensing, no investment and no risk
- Generate additional revenue with minimal investment and time

Technology and Platform

Server :- 64-bit Intel Xeon CPU E5-2620 2.00 GHz
O.S. :- Windows
Applications :- Partner proprietary Healthcare Information System for Hospitals
Backend (Database) :- SQL Server

Key analytical objects implemented in the first phase of deployment include:

Patients Management Overview Dashboard

- Patients Admitted and Discharged
- Patient type Outpatient (OPD)
- Hospital Ward Type Admission

- Hospital Ward Discharge Revenue
- Key Procedure Admission vs. Revenue
- Payment Mode of collection
- Department Revenue
- Sub Department Admission

Dashboard for Management Revenue Analysis

- Monthly Revenue by Payment Category
- Revenue by Department (Outpatient, Inpatient)
- Patient Type Revenue vs. Concession
- Patient Type Monthly Discharge Revenue
 - Corporate
 - Insurance/TPA
 - Public Sector Unit
- Institution Case Type Bill Revenue
- Department wise Patients v/s Revenue
 - Radiation
 - Cardiology
 - Gastroenterology
 - Dermatology
 - Gynecology
- Hospital Ward Class vs. Revenue for:

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- Private
- Semi Private
- Deluxe
- Presidential
- Key Procedure Revenue for:
 - Angiography
 - Cardiac
 - Dialysis
 - Orthopedic
 - Surgical

Lab Management

- Predictive Analytics for Department Total Tests vs. Outliers
- Predictive Analytics for Department Total Sample vs. Outliers

The Smarten team developed Hospital Management templates for a Partner Healthcare Information System to enable end users with off-the-shelf, ready-to-use templates that do not require implementation or development efforts. In addition, numerous, easy-to-understand datasets were provided, so the Partner and/or its end users can develop new reports, KPIs and dashboards on their own without the assistance of programmers or consultants.

Standard Smarten features and functionality addressed critical functional areas including Finance, Lab Management, Admission and Discharge to help the Partner derive interactive analytics from the data stored within its proprietary Healthcare Information System, thereby providing crucial, value-added services to its end users.

Smarten Team Role

The Smarten team developed Proof of Concept to demonstrate how Smarten would satisfactorily address functional and technical needs.

The Smarten team provided support for the Partner team as it modified/enhanced Smarten templates and created datasets, dashboards, and reports

The Smarten team provided support for the Partner as it established and implemented Key Performance Indicators (KPIs).

The team provided training for the Partner to support its end users, if and as they choose to modify or create dashboards, reports etc.

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- Installation and Connectivity with Healthcare Information System
- Assessment of Partner data structure
- Design and development of meta data structure, datasets and cubes
- Work with Partner team to create default analytics template for Healthcare Information System data
- User Acceptance Testing (UAT)
- Go-live support
- Analytics and best practices sessions for users
- Technical training
- Administration training
- Business analyst training
- End user training
- Ongoing support and training to partner technical team for modifying and enhancing Smarten analytics objects for end users

Conclusion

Partner required augmented analytics and reporting capability integrated with its Healthcare Information system to improve productivity and the quality and accessibility of crucial data, and it wished to engage in an OEM partnership to provide easy-to-use dashboards for use by all of its end users using the selected Partner solution. Smarten provided a comprehensive set of reporting and analytics tools, e.g., revenue earned analytics, patient admission and

discharge analysis, ward Management, lab management - all as interactive self-serve reports, including dashboards, KPIs, Graphical Analysis and more

Key Benefits and Deliverables:

- Ensure seamless connectivity and integration with proprietary Healthcare Information System
- Establish Management Dashboard for Revenue and to measure performance of various Wards, Key Procedure Departments and Labs
- Provide consulting to define KPIs and modify existing templates to suit Partner needs
- Provide exception and alert analysis to monitor performance across various Procedure Departments and Wards
- Provide training for Partner IT and Business Analyst teams
- Ensure low cost of acquisition, short roll-out time, and minimal training resulting in low TCO
- Gain a competitive edge in the market and increase revenues without significant investment.
- Enhance the value provided to end users by offering an analytical platform integrated with the Healthcare Information System
- Provide a solution that works with all technologies to deliver results
- Provide a uniquely designed simple partnership process with simple licensing and partnership policies

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- Easily integrate with the Healthcare Information System solution, leverage Smarten technical team has experience in working across platforms and applications to deliver effective integration.
- Provide ready-to-use templates to reduce burden on IT team
- Establish an enterprise architecture with zero footprint browser interface to ensure rapid roll-out across various locations to a large number of users
- Provide API integration of Smarten analytics with Healthcare Information System for seamless, embedded analytics

The integration of augmented analytics with its proprietary Healthcare Information System enabled the Partner to improve its end user satisfaction,

market credibility and recognition across the healthcare industry. The integration of interactive Dashboards with the Healthcare Information System provided a competitive advantage and enabled the Partner to better leverage its data and operate more efficiently thereby increasing revenue and allowing the Partner to add and effectively support more end users.

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Smarten Augmented Analytics Delivers COVID-19 Data Management & Analytics for U.S. Healthcare Business

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