

Case Study

Business Intelligence & Augmented Analytics

Augmented Analytics OEM Partnership for U.S. Healthcare ERP Business



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Partner

Our Partner is a healthcare service provider in the United States providing a web-based, patient-centric, healthcare management solution and workflow solutions to increase operational efficiency and reduce costs for its hospitals and healthcare facility Clients. Since 1999, the Partner has provided services to the durable medical equipment and supply market with solutions that benefit many healthcare organizations and clinics in the U.S.

The Objective

The Partner wishes to streamline its healthcare operations to reduce costs and increase profit margins while ensuring that patients get the service they need in the most efficient manner. Currently, the Partner has a multi-tenant system called Referral Answer where Clients are managed. The Partner wishes to provide Client access to all the reports and interactive dashboards within the application with appropriate user and data access permissions and thereby simplify care and delivery using integrated advanced technology.

To improve its competitive positioning, the Partner wishes to create a roadmap to assisted predictive analytics so its Client end users can easily forecast, plan and predict business results and requirements based on specific uses cases.

Challenges

- Need for analytics within the Healthcare Information system
- Need for a one-stop solution to satisfy order, compliance, inventory and revenue management needs
- Automated reporting needs with varying frequency (daily, weekly, etc.)
- Revenue tracking reports
- Interactive dashboards to accommodate all Client end users, no matter their technical skills
- Reports published via email on daily, weekly or monthly basis, configured with relevant data access and user access permissions
- Sophisticated analytics integrated with Healthcare Information System to elevate decision-making and performance to a new level
- Export of reports for Partner Clients

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.

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The Solution

The Smarten team developed and presented Smarten Analytics using Partner sample data to demonstrate features and functionality that would address Partner requirements and technical needs. Following extensive and rigorous evaluation, the Smarten Augmented Analytics solution was integrated with the Partner application and made available Client end users. The Smarten team interacts with the Partner team in close partnership to leverage the Smarten solution and ensure that the Partner can expand its product and service offerings to its Client end users.

Together with the Partner team, the Smarten team developed BI objects to support modules including Order Management, Compliance Management, Inventory Management, Patient and Revenue Management, etc.

This Smarten partnership, together with the Smarten Augmented Analytics solution provided support to the Partner as follows:

- Create standard template of datasets, dashboards, KPIs and reports for the Partner Client end users
- Create a process to quickly and effectively roll-out the Smarten solution to Partner Client end users and optimize budget and timely actions and reporting

- Provide Embedded BI with single sign on and access rights management from within Partner application
- An effective framework and interface to handle various scenarios and to provide in-depth analysis, including point-in-time analysis
- Provide training to empower the Partner team to modify templates and to add new dashboards, reports, KPIs and support Client end users
- Real-time data access through dashboards

The Smarten OEM strategic partnership allowed the Partner to:

- Create a competitive advantage by providing ready-to-use analytics
- Mitigate and address its Client end user needs for new reports
- Save time and cost by providing self-serve analytics to Client end users
- Provide Client end users with a path to assisted predictive modeling for planning and forecasting
- Democratize data and solution use and provide valuable insight from the Partner Healthcare Information System data using natural language processing (NLP) and Clickless Analytics
- Provide a commercial advantage with unique OEM licensing, no investment and no risk

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- Provide world-class analytics from within the Partner application with embedded BI API integration
- Generate additional revenue with minimal investment and time

Technology & Platform

Server	: 64-bit Intel(R) Xeon 8259CL CPU @ 2.50GHz
O.S.	: Linux
Applications	: Referral Answer
Backend (Database)	: MY SQL
Cloud	: AWS and Azure

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

Patient Management Dashboard and Reports

- Registered Patients
- Compliance
- Patient Unregistered Bucket report
- Patient Churn Analysis

Dashboard for Order Management

- Order Summary
- Orders By Order Owner and Assigned To
- Employee Productivity
- Delivery Instruction
- Order Aging
- Resupply
- Department Overview
 - Enteral
 - Vent
 - Sleep
 - Resupply

Dashboard for Billing Analysis

- Eligibility Check
- Revenue
- Leaderboard

Dashboards and Reports for Inventory Analysis

- Inventory

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- Warehouse Details Report
- Open Purchase Orders
- Serial Number

Smarten Provided Patient Churn and Revenue Dashboards for Client clinical users, primarily meant for doctors to get the patient details and revenue generated from the entire process. Smarten features and functionality provided crucial, value-added services to the Partner Client end users.

The Smarten Team Role

The Smarten team provided support to the partner team to develop these analytics by enhancing the Smarten templates and created datasets, dashboards, reports and Key Performance Indicators (KPIs) by integrating with their in-house solution.

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

- Installation and Connectivity with in-house solutions
- 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
- Work with Partner product development team for embedded BI API integration in multi-tenant environment
- User Acceptance Testing (UAT)
- Go live support
- Technical training
- End user training
- Ongoing support and training to Partner technical team to modify and enhance Smarten analytics objects for Client end users

Key Benefits and Deliverables:

- Seamless connectivity and integration with proprietary Healthcare Information System
- Interactive and in-depth visualization with an easy to use drag-and-drop, based interface allowed the Client end user to easily slice and dice data and create insightful reports and dashboards. With interactive dashboards and informative KPI widgets, Client end users found it easy to track of key metrics and make informed decisions
- Security at the object and data-level
- Timely automated report generation for order details, patient details, billing and inventory details

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- Business user training for Partner and Client end users
- The Smarten technical team worked across platforms and applications to deliver effective integration
- API integration of Smarten Analytics with the Partner Healthcare Information System provides seamless, embedded analytics
- Low cost of acquisition, short roll-out time, and minimal training requirements assure impressive TCO
- Provide the Partner with a competitive edge in the market and increase revenues without significant investment
- Enhance the value provided to Client end users with an analytical platform layered atop the Healthcare Information System
- Provide a uniquely designed simple partnership process with simple licensing and partnership policies
- Build on enterprise architecture with a zero footprint browser interface to assure rapid roll-out across all locations for a large number of users

Conclusion

Smarten intuitive interface allows users to make the most out of available data and effectively manage order details, revenue, patient details, business

operations, etc. The Smarten collaborative partnership approach builds trust and paves the way for project success, meeting analytical requirements, streamlining processes and allowing the Partner to achieve its objectives.

The Partner Healthcare Information system is now integrated with augmented analytics and embedded BI, allowing Client end users to access the healthcare system using a single sign-on and enjoy the features and functionality of the analytics solution including reporting and analytics. As a Smarten OEM partner, the Partner can provide easy-to-use analytics for use by all of its Client end users to leverage the existing Partner solution.

Embedded BI APIs provide a comprehensive set of reporting and analytics tools including Revenue Management, Patient Management, Billing and Inventory Management, etc., and delivering all data and information via interactive self-serve reports, including dashboards, KPIs, Graphical Analysis and more.

The combination of the Smarten OEM partnership and the Smarten Augmented Analytics and Embedded BI approach, provided a competitive advantage to the Partner and enabled the Partner to better leverage its data and to operate more efficiently, thereby increasing revenue and allowing the Partner to add and effectively support more end users.

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