PEOPLESOFT HEALTHCARE
HOSPITAL CASE STUDY

BELMERO INC.

COMPANY OVERVIEW

This non-profit regional health care system includes a medical center, 15+ primary care clinics and dozens of specialty care clinics. There are approximately 500 beds and 6,400 team members with approximately 1.8b in annual patient revenue. They are currently on PeopleSoft 9.1 Financials and Supply Chain and have been running PeopleSoft for almost 7 years.

THE LIST OF ISSUES WAS EXTENSIVE AND THESE ARE JUST A FEW THAT WERE IDENTIFIED AND RESOLVED.

1. Lack of understanding regarding how to work errors and exceptions in the financial and supply chain Modules. For example, Matching, Sourcing and locked Processes
2. Lack of knowledge and lack of time to figure out how to make the changes identified.
3. Didn't have visibility to transactions stuck in process and how to resolve them.
4. Didn't have the reporting that was needed because they didn't know which tables are needed, the logic to use and how to build them.

SOLUTION SUMMARY
WELL-OILED PEOPLESOFT MACHINE

Operational Optimization

Operational Optimization

On Demand Functional Support

Belmero's multi-pronged approach was used to successfully start resolving these issues and help them start running PeopleSoft like a well-oiled machine and realizing the tremendous value PeopleSoft has to offer.

Phase ONE was to address the most critical issues causing the most pain. The immediate objective was to quickly and completely resolve a list of recurring issues to instill confidence in PeopleSoft from all levels of the organization. **Belmero's On Demand Operational Support** was used extensively during this phase to achieve this.

Phase TWO was to begin utilizing **Belmero's Proprietary Optimization Model** to deliver solutions to the 60+ optimization opportunities that Belmero identified during their Business PCR™ Discovery. This immediately took **PeopleSoft to the next level.** The immediate objectives were to streamline periodic processing, utilize EDI and financial reconciliations. This started re-energizing the organization around PeopleSoft. Then, working closely with the business owners, a larger more strategic approach was put together to help them realize a big ROI!

PeopleSoft Counsel is a core and fundamental service provided to their leadership committee on bigger picture more strategic view of PeopleSoft. We became a trusted advisor to help them in anything related to PeopleSoft, whether it's mergers and acquisition, third party integrations, additional modules or solutions and future PeopleSoft Upgrades.

RESULTS

| DELIVERED MISSION CRITICAL FINANCIAL & AUDIT REPORTS | ALL KNOWN ERRORS RESOLVED + NEW ERRORS IDENTIFIED & RESOLVED | SAVED 245% IN SUPPORT & OPTIMIZATION COSTS |