PEOPLESOFT HEALTHCARE
HOSPITAL CASE STUDY

BELMERO INC.

COMPANY OVERVIEW

This non-profit regional health care system includes a medical center, retail pharmacies and retail medical equipment and supplies providers. There are approximately 550 beds and 2100 employees with approximately 200m in annual revenue. They have been live on PeopleSoft 9.1 Financials and Supply Chain for almost a year.

PRIMARY ISSUES AND PROBLEMS

1. Frustrated with the processes in many of the Modules. For example, Month-End, Year-End, Construction In Process, Bank Recon, PO Processes, AP Matching and Physical Inventory to name a few.
2. Needed a significant amount of knowledge transfer, detailed demos and job aids to address the lack of knowledge in the operational teams.
3. Overall lack of confidence in the results and accuracy of data. For example, trial balance, accruals, accounting and incoming supply quantities
4. Limited operating budget that would not allow them to hire multiple functional resources or retain hourly consultants to support the solution.

SOLUTION SUMMARY
WELL-OILED PEOPLESOFT MACHINE

ON DEMAND FUNCTIONAL SUPPORTS

OPERATIONAL OPTIMIZATION

PEOPLESOFT COUNSEL
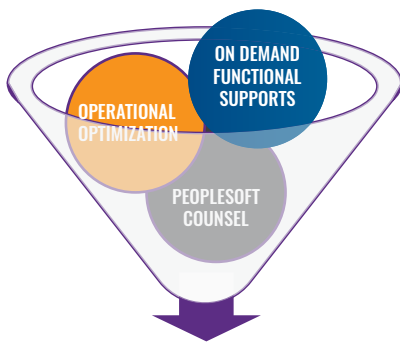
HAPPY PEOPLESOFT CUSTOMERS!

This customer's success is based on utilizing all three of Belmero's Services right away; PeopleSoft Counsel, Operational Optimization & On-Demand Functional Support.

Belmero's Unlimited On-Demand Operational Support helped resolve some major highly visible issues in Payables, Inventory and Asset Management within the first month. The level of confidence in PeopleSoft immediately improved and started growing company-wide. The end users started having issues resolved within hours vs. days or weeks.

Utilizing Belmero's Proprietary Operational Optimization Method was quickly utilized and identified 96 areas to optimize. This customer didn't realize most of the solutions existed. (You don't know what you don't know!). The top 10 were put in place within the first 45 days. These alone provided the customer a ROI that paid for the Belmero Yearly Service.

PeopleSoft Counsel, an important element to success, was provided to the leadership team to offer a strategic view and plan for PeopleSoft. This customer has identified several modules it plans on adding to further increase the ROI and is planning on upgrading to PS 9.2 in the near future.

RESULTS

SAVED 334% ON SUPPORT COSTS

CUSTOMER STAYED WITHIN ITS BUDGET RESTRICTIONS AND INCREASED QUALITY OF SERVICE AND END USER SATISFACTION

REDUCED FUNCTIONAL ISSUE RESOLUTION TIME FRAMES FROM DAYS TO JUST HOURS!

COMPLETED 12 JOB AIDS AND SIGNIFICANT KNOWLEDGE TRANSFER TO ASSET MGMT, PAYABLES AND INVENTORY STAFF