Leading Hospital Chain uses SapphireIMS for Service and Operations Management
Company Profile

This is a case study of a leading hospital chain having hospitals in Asia. The Hospital is in the midst of expansion, especially in India. The chain has 14 hospitals under construction and owns the property for another 12. Upon completion the chain will have 21 hospitals and an airport clinic in India.

The Hospital employs highly skilled doctors and nurses to deliver health care to patients. They are located close to where people live and work. Patients benefit from advanced medical diagnostics, treatment and personalized care.

The Hospital has its operations distributed geographically in nine distinct locations. These locations are interconnected via MPLS back bone cloud.

Business Challenge

As part of the service delivery, the Hospital has distributed operations in three major areas viz. IT, Bio-Med and Facilities. The predominant challenge was to define the service delivery process for the three distinct operations IT, Bio-Med and Facilities, where-in all these processes work seamlessly without compromising on the inter department security and access control.

IT Operations Management

- Define and enforce asset lifecycle policy to monitor and measure the utilization as well as increase the utilization of assets (includes 1000+ desktops across various locations, 60 servers and MPLS interconnectivity between locations) to get the best ROI
- Business continuity – ensure that the MPLS back bone is available at all times to minimize the business impact due to non-availability of links
- Enforce the service delivery processes defined and enable the technicians to adhere to the same and deliver through it. Monitor the performance and efficiency of the technicians.
- Monitor and assess if the service delivery provided by the IT team is as per service level agreements with the ability to measure the SLA’s of service delivery
- Ensure interconnectivity between hospitals with business critical applications like Hospital Management/ERP systems available at all times.
- Generate Daily, Weekly and Monthly reports automatically from the system for different stake-holders (Technician, Manager, CIO, Vendor Manager, etc.)

Bio-Med Operations

- Define and enforce asset lifecycle policy for Bio-Medical assets to ensure that all Bio-Med assets are effectively used to get the best ROI and most importantly are as per the regulatory standards.
• Ensure policy compliance from a regulatory stand point, preventive and calibration maintenance calendar and enforcement as per schedule

• Transparent and well defined Incident and breakdown management system, to measure down time of the Bio-Med devices and the impact on business.

• Business process mapping for break down support and integration with the insurance process and claim management system.

• Automatic service desk process to generate calls for the assets due for ‘Preventive maintenance’ as well as ‘Calibration schedule’ to ensure operations 24x7.

• Monthly MIS reports directly generated from the system to all Hospital stake holders

**Facilities Management**

• Business process mapping for facilities and day to day operations

• Provide notification and resolution support via SMS since Facilities technicians are not very tech savvy,

• Transparent and well defined Incident and breakdown management system, to immediately address facilities issues since they have a direct bearing on services provided to patients.

• Automatic call routing based on the specialization of the service engineer on duty and instant notification via SMS. Upon resolving the call, the engineers have to respond back with resolution details for the call closure.

• Monthly MIS reports directly generated from the system to all Hospital stake holders

**Why SapphireIMS**

SapphireIMS is a next generation management platform to address ITIL aligned IT service delivery management needs.

SapphireIMS is a software based solution which delivers end-to-end management solution based on industry standards, best practices and innovative approach.

SapphireIMS addresses all aspects of IT Service Management in-line with ITIL recommendations.

The features include

• Asset Lifecycle management
• Systems Management
• Network and Server Availability Management
• Capacity Planning
• Centralized Service Desk and Knowledge base
• Application monitoring Plug-In framework
• User Experience Monitoring (360 degree view)
• SLA Management
• Escalations, Fault, Pro-active Notifications (SMS, Email, etc.)
• Powerful Reports
The modular, distributed system design makes the scalability to handle large distributed IT environment as well as extendibility for add-on customizations simpler. The following diagram depicts the various functional blocks in SapphireIMS.

- SapphireIMS solution is easy to deploy and manage and does not require highly skilled resources to use.
- The automated health monitoring and pro-active alerts from business service, server, network device, application and connectivity ensures the CIO’s and IT managers stay in control of their business IT environment at all times.
- SapphireIMS multi-site feature is a powerful and efficient methodology to manage distributed operations with local manageability control and central view for business decision making.
- Since SapphireIMS provides service delivery with business monitoring and asset lifecycle management, these features could be easily mapped to the hospital’s work flows for smooth functioning of operations

Solution

The Hospital selected SapphireIMS as its partner to implement the service delivery process. Since the hospital has multiple locations, Sapphire Enterprise architecture was proposed for implementation.
Service delivery process

1. The first and foremost implementation challenge was to map the service delivery framework provided by the Hospital into the SapphireIMS work flow framework. The service delivery framework consisted of

   - IT Incident Management
   - IT Problem Management
   - IT Change Management
   - IT Vendor Management
   - Bio-Med Break Down Support
   - Bio-Med Preventive Maintenance
   - Bio-Med Calibration Maintenance
   - Facilities Break Down Support

   The same was mapped as a work flow in SapphireIMS system. The project based configuration model supported in SapphireIMS ensured that each distinct business process has its own configurations, user access, work flows etc.

2. The service catalog, a list of standard services was prepared and published. This was mapped to the response and resolution time of service level agreements as defined in the system.
3. SLA monitoring, Escalation and threshold notifications for measuring the service delivery performance were defined. Key stake holders were set as escalation points at various levels.

Business Continuity and Monitoring

1. All the business critical services of the Hospital which includes the availability of MPLS cloud/ ERP server / Hospital Management system etc were configured for pro-active monitoring of critical parameters.

2. Standard thresholds for these parameters were defined, and upon any aberration, the same was reported as an alarm. The alarm is sent by email as well as SMS to the support engineers. The same was also configured for an automatic service request submission in the service desk. Thus, the service desk becomes the single entity for all kinds of service failures.

Asset Life Cycle Management

1. Tracking all the assets (1000+) across all the locations was a big challenge. SapphireIMS with its agent-less architecture helped in discovering all the IP assets.

2. The inventory information helped the Hospital in reconciling the OS and the software licenses against the procured licenses. These helped the Hospital to un-install malicious and illegal software from their setup and ensure that all desktops are IT policy compliant.

3. Asset information like warranty details/ PO details etc for all assets was also captured and tagged with respective inventory. The entire asset life cycle operations were linked with service desk, thereby restricting asset movement/ allocation without a valid service request. As a result of asset management, the Hospital has an up to date record of who uses what and also the in-stock items of the inventory.

MIS Reports

- MIS reports were configured as monthly and weekly reports

Summary

SapphireIMS has helped this Hospital to manage their operations, both IT and non IT including Facilities and Bio-Medical. Additionally SapphireIMS has helped in Asset Management and ensured visibility and control of all assets.

For more details contact: