Evosys’ EBS Implementation at SEHA
Case Study
Evosys helps SEHA implement the Oracle EBS R12 ERP System across all facilities in a record time!

Building on Abu Dhabi’s e-government initiative...
Project Outline

One of the largest Healthcare ERP Implementations Globally

Implementing a single Instance of Oracle E-business Suite R12 across all the facilities of SEHA

- 17 Modules
- Shared by 7 Hospitals and multiple clinics (more than 2000 beds)
- More than 15000 users
- Supporting more than 4,000 Core Users
Abu Dhabi Health Services Company (SEHA) is responsible for managing government owned healthcare facilities in the Emirate of Abu Dhabi in UAE.

- 57 Primary Healthcare Centers
- 13 Hospitals with 2600+ licensed beds
- 3 Maternal and Child care centers
- 3 Specialized Dental Centers
- One Center for Autism
- 5 Specialized Facilities
- More than 15500 employees
SEHA’s Partners

- Johns Hopkins Medicine
- Cleveland Clinic
- Vamed
- Medical University of Vienna
- Bumrungrad International

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SEHA and Facilities

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# About SEHA Facilities

<table>
<thead>
<tr>
<th>Facility</th>
<th>Description</th>
<th>Bed Capacity</th>
<th>Employees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sheikh Khalifa Medical City</td>
<td>Tertiary Hospital with the following services: Abu Dhabi Rehabilitation Center – Long-term facility Behavioral Sciences Pavilion – Psychiatric Hospital SKMC Medical Pavilion SKMC Surgical Pavilion</td>
<td>770</td>
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<td>Corniche Hospital</td>
<td>Maternity Hospital</td>
<td>235</td>
<td>1200</td>
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<td>Al Mafraq</td>
<td>Tertiary Hospital</td>
<td>457</td>
<td>2021</td>
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<td>Al Rahba Hospital</td>
<td>Community Hospital</td>
<td>110</td>
<td>858</td>
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<td>Tawam Hospital</td>
<td>Tertiary Hospital</td>
<td>468</td>
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<td>Al Ain Hospital</td>
<td>Secondary Hospital</td>
<td>424</td>
<td>1900</td>
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<td>Al Gharabia Hospitals</td>
<td>A group of Six Community Hospitals</td>
<td>200</td>
<td>1100</td>
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<tr>
<td>Ambulatory Health Services</td>
<td>39 Ambulatory Healthcare Centers</td>
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<td>2100</td>
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</table>
The Challenge – All Facilities Running on Different and Desperate Systems

- The Systems used between the facilities were different
- Multiple Fragmented systems used within each facility
- There was lack of process harmony between facilities
- There was lack of data harmony between facilities
- It was impossible to compare, control and track the progress of each site
- SEHA has been continuously increasing the number of facilities under its cover.
The Vision

• To put in place an integrated enterprise wide solution for managing the business

• Rendering the benefits of centralization and maintaining the autonomy of operations, by streamlining and re-engineering the business processes

• To align them to industry best practices keeping the sanctity of the organizations in the enterprise.
The Objectives

• Streamlining & Standardizing Business Processes
• Automating Business Processes for EDI through Workflow Technology
• Enhancing Responsibility, Accountability and Transparency of Information, Processes and Performance
• Implement a B2B Model
• Consistent Oracle framework throughout SEHA
• Standard overall processes but allowance and flexibility for adapting to local needs.
Oracle R12 Modules Implemented

E - Business

Integration

Oracle R12 Modules

Oracle R12 Modules Implemented

I-Procurement & Sourcing

I Recruitment

Employee & Manager Self Service

HIS - Cerner

Finance

SCM

HCM

General Ledger

- Payables
- Cash Management
- Fixed Assets
- Receivables

Purchasing

- Sourcing
- iProcurement
- Inventory

Core HR

- Payroll
- Performance Mgt
- iRecruitment
- Self Service
About the instance

• **Oracle E-Business Suite- R12 on Oracle Database 10G in a RAC Environment**

• **Multiple Application Tiers with Load Balancers for Scalability and High Availability**

• **No Single Point of Failure**
# Implementation Time Frame

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<tr>
<th>Activity</th>
<th>Aug-08</th>
<th>Sep-08</th>
<th>Oct-08</th>
<th>Nov-08</th>
<th>Dec-08</th>
<th>Jan-09</th>
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*Note: The chart represents the timeline for various implementation activities across different hospitals and medical cities.*
Timeline

- Project Kick-off
- SEHA, Ambulatory and Corniche
- Tawam Hospital
- Al Rahba Hospital
- Al Ain Hospital
- Sheikh Khalifa Medical City
- Al Gharabia Hospitals (Western Medical Region)
- Mafraq Hospital

- Aug-08
- Jun-09
- Jul-09
- Aug-09
- Sep-09
- Nov-09
- Dec-09
- May-10
After ERP Implementation – All facilities on a Single Shared Instance
Shared Services

• Multiple Organizations on a Shared Services Architecture

• Unified HR and Payroll Policies and Procedures

• Common Chart of Accounts Structure

• Single Item Master
Scalability

The Design is fully scalable allowing the flexibility to rollout the application to any new facility within two months which includes training, setups and data migration.
Major Achievements

• **Fast Implementation** – Rapid Implementation, On Time, On Budget

• **Unified Item Master** – All facilities are using a single standardized Item master which is categorised as per the UNSPSC standards managed centrally by SEHA

• **Unified Chart of Accounts** – All facilities are using a unified chart of accounts which is based on the California Chart of Accounts managed centrally by SEHA

• **Unified HR and Payroll Processes** – All facilities are using the SEHA Standard HR and Payroll Policies and Processes – Empowered by Oracle EBS

• **Integration** – Fully integrated Supply Chain, Finance and Human Resources Systems

• **Cerner Integration** – Seamless integration between Cerner HIS and Oracle EBS

• First of Its Kind Implementation in the GCC
Benefits Realised

• Integration – Fully integrated SCM, Finance and HR Systems
• Standardization – Standardized Business Processes and Policies
• Better Visibility and Control over operations and Data
• Enhanced Management Reporting
• Increased Operational Efficiency
“Implementing an ERP system is not an easy task to achieve, in fact it takes lots of planning, consulting, and timing. I’m proud we have achieved the ERP implementation across SEHA facilities within a limited period of time! We are harnessing technology to improve efficiency and productivity and building on Abu Dhabi’s e-government initiative.”

- Mr. Saif Al Qubaisi, Chairman, SEHA
“Evosys Vision for SEHA transformation was - Reduce Variation Through Standardization. It was a challenging exercise considering the length and breadth of the project and aggressive timelines. Evosys would like to congratulate SEHA on this big achievement. “

- Mr. Umang Nahata, CEO, Evosys
Mr. Carl Stanifer, CEO, SEHA, admired efforts of all those who participated in inaugurating this project, considering it another step within a series of projects and solutions SEHA aims to implement to create a paperless environment. The implementation of the Oracle E-Business suite (ERP) by SEHA has shown the commitment of the company to improve services delivery, streamline our internal processes, and provide real-time information for business decisions.
“SEHA have successfully implemented integrated Oracle E-Business Suite in SEHA corporate office and SEHA facilities in a short time period of eight months. This integrated system is bringing together entities using disparate business systems under a common umbrella”

- Mr. Robert Pickton, Chief Information Officer, SEHA
Questions?
Thank You

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