

Greater Data Accessibility, Consolidation & Mobile Platform Support for a Healthcare Organization



SITUATION

The customer wanted to analyze its current reporting landscape vis-à-vis the priorities identified by the organization. They wanted to assess the feasibility of IT systems, data flow & compliance along with evaluating their existing infrastructure and its usage in terms of number of users, type of users, processes, load balancing, versions, software and hardware.

IMPACT

The existing system offered limited accessibility of data in terms of number of users. It also did not have a broad scope of providing business insights while the data repository was not consolidated. The system did not have much scope with respect to expansion into a mobile platform.

RESOLUTION

ITC Infotech provided a solution incorporating the best practices and guidelines in data visualization. The solution enabled current and future business models and plans for the client by understanding the current landscape and pain points in terms of usage, availability, relevance and scalability.

The Customer

The customer is one of the largest not-for-profit health system in the United States, in operation for over 150 years. It has over 80,000 employees, and operates across the Pacific Northwest and some mid-western states. The customer operates over 30 hospitals, 600 physician clinics, over 20 long-term care facilities, 20 hospice and home health programs and nearly 700 supportive housing units in 15 locations and serves more than 7000 people daily.



The Need

The customer wanted to analyze its current reporting landscape against the background of the priorities identified by the organization. They wanted to assess the feasibility in terms of IT systems, data flow & compliance. They also wanted to evaluate their existing infrastructure and its usage in terms of number of users, type of users, processes, load balancing, versions, software and hardware.

The client wanted to evaluate the use of data, analysis and how it could add value to business and its processes. They wanted to check the design and scalability of the system to ensure that it can support future expansion and its innovations on the mobile platform.

The Solution

ITC Infotech provided a solution that featured the best practices and guidelines, specifically with regard to data visualization. The solution was conceived in a way that it could enable current and future business models and plans for the client.

The effort was based on understanding the current landscape and pain points in terms of usage, availability, relevance and scalability while the focus was on enterprise data warehouse (EDW), and overall data management. The specific issues related to integration touch points, data load, and understanding technical challenges in Tableau dashboards in prioritized business area were in focus while defining and suggesting short, near and long term roadmaps for the organization and its systems. The specific applications used in this project included:

- Tableau
- SQL Server
- Clarity

Business Benefits

The solution provided by ITC Infotech was effective and provided the following benefits to the customer:

- Greater accessibility of data to more users
- Broadened the scope of insight into the business, using data
- Consolidation of EDW that acted as a single repository
- Better performance of Tableau dashboards with regard to design and scalability for future expansion
- More responsive design to suit current expansion into smart phone devices and mobile platform

ITC Infotech's Data - Infrastructure to Insights Practice

ITC Infotech provides Analytics, Big Data and Information Management services through its "Data – Infrastructure to Insights" line of business. Driven by strong leadership in domain and technology consulting, ITC Infotech provides modern solutions to help organizations harness the value of data. With a strong focus on design and differentiated delivery, ITC Infotech provides cost effective solutions, innovative offerings and customer delight.

In the areas of Healthcare, ITC Infotech focuses on Analytics and Business Intelligence solutions that help organizations provide superior quality of care, enhanced patient engagement, accurate regulatory reporting, and financial and operational excellence.

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