

# Case study

## Healthscope



### The Challenge

Over the past five years, Healthscope has grown dramatically, from 10 hospitals to 43, as well as acquiring a national and international pathology business. The multiple financial and supply chain legacy systems in place could not be stretched any further to cater for the growing number of users and business requirements. As a result, a new enterprise class financial and supply chain system needed to be implemented.

### The Solution

To invest in a business solution that would support the existing and future growth of the company, Healthscope purchased two TechnologyOne solutions; Financials to support the accounting systems for the entire organisation; and Supply Chain to ensure product supply is controlled throughout the group.

### The Outcome

The seamless integration and rich functionality of TechnologyOne Financials and TechnologyOne Supply Chain ensures Healthscope is now well placed to drive more efficiencies in the back office financial functions. The organisation is confident it now has a reliable and stable solution that will scale as the organisation continues to grow.

### Healthscope at a glance

**43** medical, rehabilitation and psychiatric hospitals

**60** medical centres and specialists skin clinics

**\$1.4 billion** revenue

Healthscope is one of Australia's leading private healthcare operators. It owns and manages 43 medical, rehabilitation and psychiatric hospitals, and operates a leading pathology business with facilities in Australia, New Zealand, Singapore and Malaysia.

### Solution

TechnologyOne Financials and TechnologyOne Supply Chain.

“I can say all of the expectations we set in terms of business requirements, time, quality and cost have all been exceeded by TechnologyOne.” Dougall McBurnie, CIO

## Background

Healthscope's systems previously in place were unreliable and stretched to handle the size and complexity of its business. The situation revealed the need to replace the legacy systems with an enterprise solution that could enable Healthscope to meet current and future requirements.

Healthscope Group CIO, Dougall McBurnie, said each hospital had independent databases for accounting systems. This was because the inflexible security models of the legacy systems couldn't handle a multi-hospital, multi-divisional environment.

“There were a lot of architectural decisions made based on the legacy system limitations, which meant there was a significant amount of manual business processes across the different databases and as a result the company ran basically on Excel,” said Mr McBurnie.

In addition to each hospital being on a different system, part of the pathology business it acquired was on a TechnologyOne system which needed an upgrade within the next couple of years. This made it the ideal time to decide which platform the company would go forward with.

“We assessed the systems across all of our divisions and the latest version of TechnologyOne met the feature and function tests we put it through. It met the technology requirements and from an organisational strategic partnership angle, TechnologyOne was a company we thought we could do business with over a long period of time.”

The TechnologyOne solutions that Healthscope selected replaced their old systems in 43 hospitals and 107 pathology labs throughout four countries. This meant about 500 people needed new training and the total project included 2500 – 3000 handovers.

“We have about 800 active accounts and 300 – 400 concurrent users across the four countries. Plus the systems have had to be implemented over multiple time zones, in different units with automatic consolidation, so it was a significant project for the organisation” said Mr McBurnie.

“I can say all of the expectations we set in terms of business requirements, time, quality and cost have all been exceeded by TechnologyOne.”

The quality assurance gained from dealing with a large organisation like TechnologyOne has also offered benefits compared to the smaller vendors previously used.

“The level of support of the legacy systems was a significant issue and liability was a significant concern. Now I've got stability, I've got integrity and I've also got the support and backing of an enterprise organisation,” Mr McBurnie said.

Mr McBurnie said the new integrated platform based on a standard set of accounts allows Healthscope's accountants to spend less time pulling numbers together in Microsoft® Excel and more time analysing the data for business improvement.

“The TechnologyOne solution Healthscope has taken on is a reliable product that delivers real business value because the system automatically handles the consolidation, roll up and variations. It means staff can focus on how we can use data, rather than entering data and manipulating complex Excel worksheets.

“The responsiveness of the system compared to where we originally were has been a 100-200 per cent improvement,” he concluded.

## About TechnologyOne

TechnologyOne (ASX:TNE) is one of Australia's largest publicly listed software companies, with offices across six countries including each state and territory of Australia, as well as New Zealand, the South Pacific, Asia and the United Kingdom. For 25 years, we have been providing powerful and deeply integrated enterprise software solutions that are used every day by more than 1000 leading corporations, government departments and statutory authorities.

TechnologyOne's mission is to provide our customers with solutions that transform their business and make their working life simple. We do this by embracing new technologies, building innovative products and delivering outstanding services. Our philosophy is to ensure simplicity for our customers by providing deeply integrated enterprise software that is incredibly easy to use, yet powerful. We are focused on participating in only seven key markets; government, local government, financial services, education, health and community services, utilities and managed services. With our commitment to these key markets we develop, market, sell, implement and support pre-configured enterprise software solutions with the TechnologyOne difference - the Power of One - One Vision. One Vendor. One Experience.

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