

# Avanade<sup>®</sup> ERP for Healthcare

Powered by  
Microsoft Dynamics<sup>™</sup> AX



Focus on care and costs with integrated business solutions



From Accenture and Microsoft



*Pieter Vroon | Manager Finance and Care Administration  
Westfriesgasthuis | The Netherlands*

“Avanade ERP for Healthcare instantly gives us a comprehensive view of how our operations are doing, which enables us to manage them far more effectively. Our new Avanade solution improves our operational excellence and reduces unnecessary costs and paper work, while tightly integrating processes like finance, product logistics and patient logistics. Avanade and Accenture are not only providing us with the right technical solution, they are helping us as a business partner. They design the right processes, create added value for the organization and implement a new way of working, with us and for us. This helps us focus on what we are constantly striving for: providing high quality healthcare to our patients!”

# Avanade ERP for Healthcare

Powered by Microsoft Dynamics AX

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## Focus on care and costs with integrated business solutions

Providing the best possible patient care may be the first priority of healthcare institutions; finding ways to reduce costs and raise productivity has become equally important. The only way to tackle these business challenges is with a streamlined, efficient and highly automated organization supported by an integrated ERP solution.

### Role-specific business insight

- Up-to-date overview of key performance indicators specific to your role on one screen
- Instant insight into role-specific KPI's, management information, workload, etc.
- Transparent cost and revenue data
- Dedicated role center dashboards offer familiar and user-friendly navigation

### Optimized procurement process

- Centralized input of purchase requests using a web portal and/or automatic barcode scanning functionality
- Balanced stock levels help reduce costs
- Clear view of backorder status, stock levels, orders, delivery dates, vendor data, etc.
- Efficient recall of goods due to tracking and tracing functionality based on batch numbers and serial numbers
- Simple integration with vendor systems

### Improved operational efficiency

- Full business process integration between Finance, Logistics (patients and products), Procurement, etc.
  - Flexible reporting based on transparent business data
  - Automated replenishment of the Operation Room
  - Shared service center set-up
  - Easy integration with other Microsoft® applications like Office® (Outlook®, Excel®, etc.) or other systems such as hospital information systems
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# Your integrated IT solution

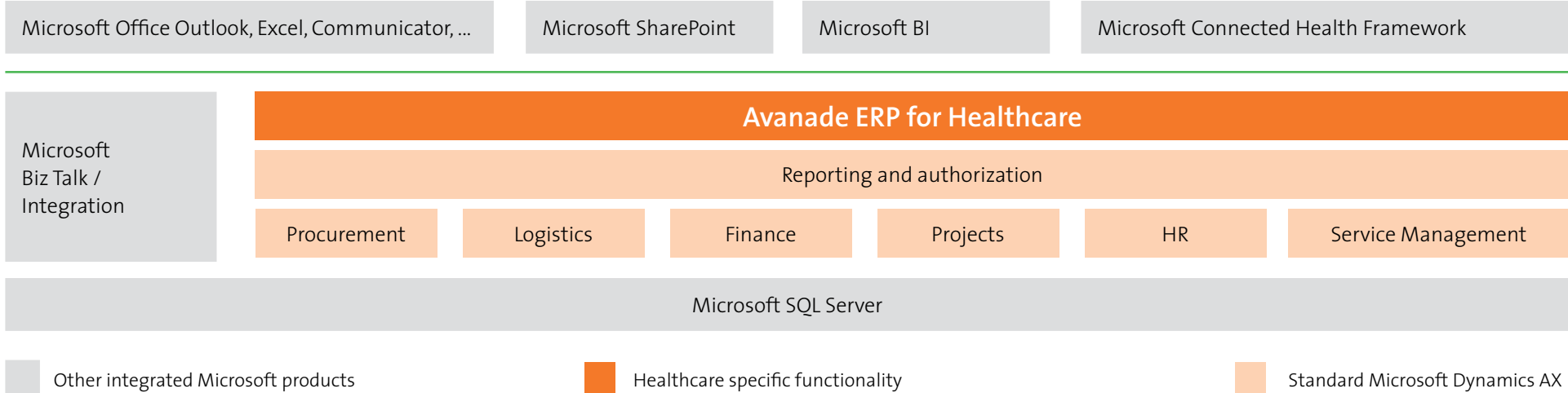
## for an optimized healthcare value chain

To help healthcare institutions around the world address challenges such as rising costs, decreasing profitability, increasing legislation, continuing demand for quality, security, and improved access to healthcare, Avanade developed Avanade ERP for Healthcare.

Avanade recognizes that advanced technology is a powerful catalyst in helping healthcare institutions reduce cost and inefficiencies, and improving the overall quality and affordability of their healthcare offering.

Avanade ERP for Healthcare provides an IT framework that enables healthcare institutions to move away from isolated legacy applications and paper-based processes, and helps doctors, nurses and administrators to easily access the information they need.

- Improving information access and enabling collaboration is essential, but that is only one element of the Avanade solution. In order to better manage costs, Avanade ERP for Healthcare helps healthcare institutions to:
  - efficiently register, track and enclose critical data
  - automate transactions
  - standardize the exchange of financial information both internally as well as with external partners
  - seamlessly integrate financial processes with other company processes
- By optimizing people and resources management, Avanade ERP for Healthcare helps to significantly reduce costs for healthcare providers
- The Avanade Healthcare technology platform allows healthcare institutions to leverage a wide range of fully-integrated cutting-edge software applications. Avanade ERP for Healthcare can be implemented quickly and inexpensively without complicated customizations and lengthy implementation lead times.





# Microsoft Dynamics AX

## Addressing the needs of dynamic and innovative healthcare institutions

### Increase your productivity

All Microsoft Dynamics AX modules, from Finance to Procurement, have the same user-friendly look and feel of other Microsoft products. Your employees will benefit from working in a familiar and transparent environment, accelerating their pace of work, increasing their efficiency, and enabling them to make informed and timely business decisions.

### Be a world-class contender

Microsoft Dynamics AX is a flexible ERP package that enables you to easily adapt internal processes to changing business needs, your way of working, the size of your company, evolving customer requirements and new markets. This leaves you more time to focus on mission-critical tasks, allowing for more time to devote to patients and to focus on staying competitive in the marketplace.

### A safe investment

Microsoft Dynamics AX has demonstrated its value at thousands of companies globally, as well as at hospitals, clinics and other care institutions. Additionally, Microsoft offers continuous technical improvements and life-long support. This makes Microsoft Dynamics AX a safe investment, now and in the future.

### Transform change into opportunity

Microsoft Dynamics AX's high level of scalability enables you to consolidate and standardize business processes easily, which leads to the successful conclusion of mergers or internal expansion.

### Stay on top of regulatory requirements

Microsoft Dynamics AX allows you to define workflows and standard processes very easily. This helps employees work consistently and adhere to internal procedures and regulations. In turn, reports are more transparent, allowing for easier compliance.





# Functional coverage of Avanade ERP for Healthcare

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## Procurement

- Optimized procurement processes reduce the number of vendors and help you improve your vendor negotiation terms
- Efficiently manage your entire supply chain across all departments, and submit purchase requests for items and services through one central web portal
- Flexible receipt handling improves overall efficiency
- Tracking-and-tracing functionality to monitor the entire procurement process end-to-end, including recall
- Easily group different orders to reduce purchasing costs

## Logistics

- Advanced web portal enables a centralized input of replenishment requests for items and services
- Online scanning improves stock handling efficiency
- Timely access to the right amount of stock, whenever and wherever needed
- Expiry date information management
- Multi-site management of serial numbers and batches ensures supplies are at hand when needed and can be recalled if necessary

## Reporting and authorization

- All standard reports featured in Microsoft Dynamics AX are ready for use
- Authorization settings can be managed at both user level and record level
- Standard integration with other Microsoft products such as SQL Reporting Services, Excel, SharePoint, etc.

## Finance

- Transparent financial management
- Detailed tracking and analysis of supplier information for efficient processing of invoices and maximization of cash flow, with optimal use of supplier discounts
- Easily match insurance and patient data, based on the applicable policy
- Flexible Integration between the Hospital Information System and Avanade ERP for Healthcare for debtor management and invoicing purposes
- Full support of healthcare specific VAT regulations
- Alerts and immediate access to the necessary information, facilitate compliancy

## Projects

- Real-time insight into all project-related information in a structured way
- Accurately record all time and materials and send correct invoices automatically
- Integrate projects with procurement, stock, fixed assets, etc.

## Human Resources

- Streamlined personnel management of physicians, clinical specialists, nurses and other healthcare professionals for optimized 24/7 patient care
- HR self-service applications enable both managers and employees to perform common HR tasks themselves
- Efficient management of applicant and employee data to more easily attract and retain talent in the organization

## Avanade ERP for Healthcare

### Procurement

- Web requisitioning for goods and services (Procurement items)
- Requisitioning through item scanning
- Order bundling

### Logistics

- Web requisitioning for goods (stock items)
- Item scanning
- Healthcare specific goods delivery (departments)

### Finance

- Debtor functionality insurer patient
- Optimization invoice matching
- VAT for healthcare
- Invoice interface, debtor interface

### Other functionality

- Workflow for hospitals
- Specific forms for hospitals

## Reporting and authorization

### Procurement

- Requisition (web)
- Authorization
- Budget control
- Purchase catalog
- Purchase request
- Order options
- Purchase orders
- ABC analyze
- Sterile <-> Non-sterile

### Logistics

- Central/decentralized warehouse
- Location (structure)
- Quarantine
- Auto supplies
- Barcode scanning
- RFID
- Order units
- Stock units
- Min/max, kanban, etc ...
- Tracking tracing

### Financial

- Multiple administrations
- Consolidated
- Budgeting (versions)
- Cost types, locations, media, industries, etc ...
- Obligations
- Fixed assets
- Invoice matching
- Electronic payments
- Automatic journal entries
- Dunning

### Projects

- Sub projects (WBS)
- Hours/expenses
- Material
- Work in progress
- Fixed assets
- Budgeting

### HR

- Employee data
- Salary data
- Recruitment
- Career counseling
- Absenteeism record
- Courses

### Service Management

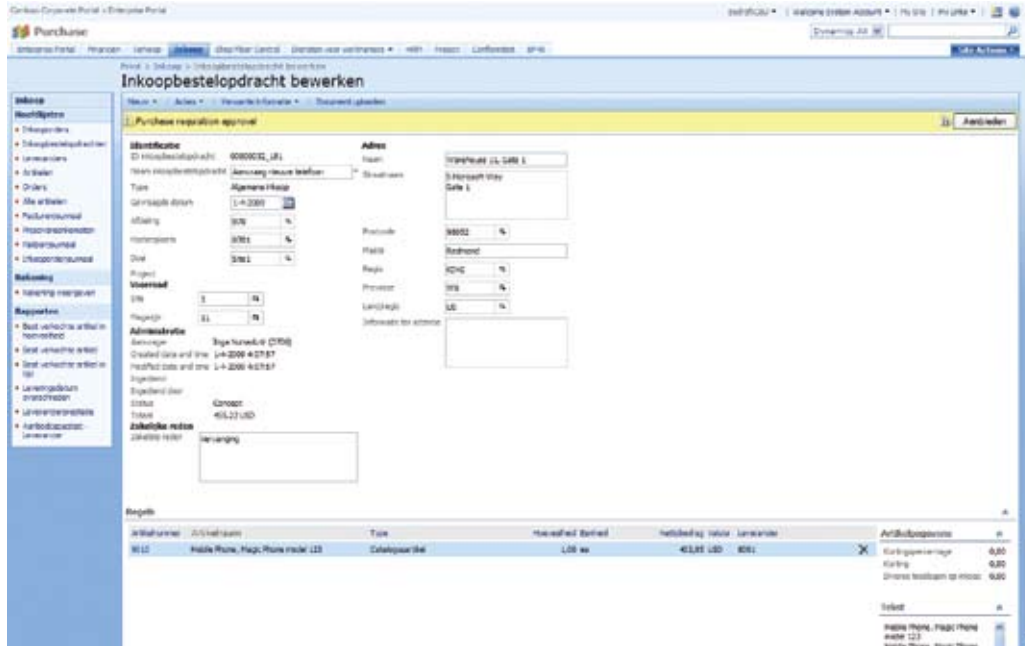
- Object administration
- Call registration
- Maintenance management
- Project integration

Healthcare specific functionality

Standard Microsoft Dynamics AX

# Functional coverage of Avanade ERP for Healthcare





All different departments can submit their purchase requests using a single web portal. This allows a decentralized submission of purchase requests.

+ Budget managers have clear insights into costs beforehand instead of afterwards.

End users can submit purchase requests for items within and outside the catalogue. Procurement evaluates any purchases for non-catalogue items and requests, if necessary, a quote from different vendors.

+ The end user can track the real-time status of a submitted purchase request online, at all times.

The Procurement role center gives a complete overview of all running procurement processes. Customizable KPI's provide you with real-time insight into your vendors' performance. Daily tasks can easily be tracked in your role center. When starting your day at the office, you'll immediately get notified of tasks that require your attention. Both workflow notifications and task notifications are clearly presented to you in lists.

+ All information specific to your role is displayed on a single role-specific dashboard. You can prioritize your tasks fast and tackle the most urgent actions.



# On time and on budget

## A professional approach realizes results

Our ISO-certified methodology for delivering projects helps reduce implementation risks. It is driven by best practices from our consultants, gathered during their many years of implementing ERP solutions all over the world. As part of our service, we provide a structured transfer of knowledge to your employees during your project, so they can fully leverage your new ERP solution upon completion.



### Plan

Together we develop a joint vision and high-level plan of your ERP project. We map the scope, requirements, planning, and practical organization of the entire project.

### Analyze

Once the software is installed, we customize Microsoft Dynamics AX to streamline your operations with a view to the future. Through training and active participation in workshops, your team of key users is empowered to teach other employees how to operate the ERP package.

### Design

In the event any customizations are required, we draw up detailed specifications. We also manage other technical aspects, such as, setting up security options and planning the data transfer to your new ERP system.

### Build

While we develop the required customizations, ownership of the ERP application is transferred to your team. We work closely with you to prepare data migration and 'go live' plans, update your optimized processes and develop training material for end-users.

### Test

After extensively testing all customizations and the entire configuration of your Microsoft Dynamics AX solution, we jointly verify that the ERP system and your organization are ready to go live.

### Deploy

We implement and roll-out your fully operational ERP solution and transfer all your data. Your end users are trained to go live with the new system.

*Paul Moret*

*Division Leader Customer Services, Logistics & IT  
Acertys Group | Belgium & The Netherlands*

“Avanade stands for 'what you see and hear is what you get'. Their communication is clear. Quotes, contracts and project documentation do not contain any small print. The consultants understand our business, speak the language of our process owners and adhere perfectly to the Acertys corporate culture, which is quite an accomplishment, given that Acertys is a Benelux organization, consisting of various companies with an aggressive growth strategy. Moreover, the Avanade team is particularly creative in finding solutions without losing sight of agreements made in relation to timing, budget and functionality. The Avanade project manager monitors the budget as if it were his own money.”

## A full Enterprise Resource Planning solution at a fraction of the time and cost

Avanade's unique Fast Implementation Track (FIT) is a fully preconfigured Microsoft Dynamics AX environment that includes industry-specific process documentation, implementation methodology, manuals, and Excel® templates for data upload. Avanade FIT is a unique offering that will help you implement an enterprise resource planning (ERP) environment more quickly and affordably than you ever thought possible.

# Specialized support helps drive continuous improvement and lower total cost of ownership

After the implementation, you can continue to rely on Avanade. We schedule a customer satisfaction survey, we jointly discuss lessons learned, and address final closing tasks. Further support of your ERP application is transferred to our specialized support organization.

Avanade's Application Management department keeps your ERP system aligned to your evolving organization. We ensure that your system supports your organization's growth and responds to the changing demands of your customers.

## Transparency

We strive for an open and professional collaboration. We make clear prior agreements relating to tasks, service levels and budgets.

Monthly reports on all KPI's (Key Performance Indicators) are provided to you and you can access timesheets, budget and project documentation, invoices, and more, online and in real time.

## Continuity

We focus on keeping your ERP platform operational 24 hours a day, 7 days a week, helping to meet your short and long term business goals. Your trusted contact people, who have a thorough knowledge of your IT environment and extensively document all their support activities, continue to support you and your services.

## Efficiency

Based on your priorities, we allocate your budget as efficiently as possible to the various support activities.

Lower your total cost of ownership by contracting Avanade to manage the support of your Microsoft applications and infrastructure, with a wide range of preventive, as well as, curative services.

### Infrastructure management

- ✓ Network management
- ✓ Server management
- ✓ System monitoring and tuning
- ✓ Infrastructure expansion and updating

### Application management

- ✓ Strategic alignment and architecture
- ✓ Continuous improvement
  - Further optimization of your business processes by expanding your ERP functionality
  - Quick wins: market opportunities to which the ERP system has to respond immediately
- ✓ Helpdesk
- ✓ Production support (curative and preventive)



# Innovative approach

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## Microsoft platform benefits

Enterprise Resource Planning (ERP) is just one part of Avanade's services. Avanade can support you with the implementation of the full range of the Microsoft product suite, including:

- Microsoft Business Intelligence to support your decision making process.
- Microsoft Connected Health Framework to integrate of all your applications.
- New World of Work which consists of products like SharePoint, Office Communicator and Outlook to further improve communication and collaboration across the enterprise.

And, for organizations with significant Microsoft platform investments, we can further extend the value of existing systems while optimizing ERP functionality to enhance business operations and productivity.

Most importantly, full integration and having a comprehensive view of your organization not only helps you set the right course, it also identifies areas where you may be able to save money. So your decisions are not just wiser... they're cost-effective.

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## Partner with healthcare experts

Our unique connections to Accenture and Microsoft provide a powerful combination of business, industry and technology insights that will help you realize business success.

For Avanade ERP for Healthcare we closely cooperate with Accenture Health & Life Sciences.

Accenture's Health & Life Science professionals deliver innovation and insight to both the private and public sectors of the healthcare industry which include: government, patient organizations, medical insurers, healthcare providers and pharmaceutical, biotechnology and medical products companies. With more than 5,000 professionals dedicated to the global Health & Life Science Industry, Accenture works with clients over the whole spectrum to help them to achieve optimal results from market developments. Accenture has worked with both large and small companies, both national and international of which 21 of the 24 healthcare and pharmaceutical companies in the FORTUNE Global 500.

## Continuous growth

With advanced and secure Internet technologies, Avanade ERP for Healthcare goes beyond your traditional ERP system, providing a flexible, industry-specific solution that addresses the growing needs of healthcare facilities today and tomorrow.

By continuously improving our current solutions and by proactively integrating them with other familiar Microsoft products, Avanade ERP for Healthcare, provides a reliable and scalable platform for future growth.

## Competitive advantage

Every industry has its own unique business environment, sales trends and regulatory hurdles. You need an ERP system that addresses these issues and helps you stay at the forefront to stay competitive. We take the time to understand your operations, and work with you to find the best possible solution, taking into account your requirements, planning and budget. The result is an affordable ERP package tailored to the specific needs of your organization.

The healthcare solutions from Avanade, Accenture and Microsoft are changing the way healthcare is being delivered in hospitals, clinics and within integrated healthcare chains worldwide.

Our solutions are built on proven technology that offer healthcare professionals opportunities to automate data entry and access, whether in their offices or bedside of a patient, streamline business processes and make financial management more transparent. Ultimately these capabilities enable healthcare institutions to reduce costs, increase productivity, provide a high level of reliability and improve the overall quality and affordability of their offered care.

# About Avanade

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Avanade ERP for Healthcare is built on Microsoft Dynamics AX, and integrates with your heterogeneous IT environment to connect partners, customers, and employees. With fully-tested, preassembled code and industry-specific services, you'll get more value out of your ERP project faster and more cost-effectively.

Avanade has grown to 10,000 professionals in 60 locations worldwide, including delivery centers in India and the Philippines. With our global presence, Avanade serves customers in any geographic location.

We would be glad to discuss how Avanade ERP for Healthcare and the entire Microsoft solution stack can benefit your organization. We invite you to sign up for a personal introductory meeting for yourself or a colleague by sending us a message:

[europa@avanade.com](mailto:europa@avanade.com)  
[www.avanade.com](http://www.avanade.com)



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