

Dr. Ziauddin Hospital Automates Financials and Product Ordering with Integrated System



Dr. Ziauddin Hospital
Karachi, Pakistan
www.ziauddinhospital.com

Industry:
Healthcare

Employees:
1,200

Oracle Products & Services:

Oracle Financials
Oracle Inventory
Oracle Purchasing
Oracle Order to Cash

Oracle Partner:



JAFFER

Jaffer Brothers (Private) Limited
www.jaffer.com

Key Benefits:

- Improved visibility of hospital budgets and cash flow
- Automated invoicing and expense receipt process and eliminated unauthorized spending
- Streamlined stock ordering process, leading to a reduction in inventory waste
- Reduced time to produce month-end reports

“Oracle E-Business Suite has helped us drive down costs, while the advanced reporting tools provide us with a real-time picture of financial performance.” – Abdul Hameed, General Manager, Finance, Dr. Ziauddin Hospital

The Dr. Ziauddin Group of Hospitals—operating under the Dr. Ziauddin Trust—runs five campuses with 600 beds across Karachi in Pakistan. The hospital’s mission is to provide the latest in medical treatment and care at affordable rates for every citizen in Pakistan. Services include x-ray, ultrasound, MRI, CT scan diagnostic imaging, color Doppler mammography, and interventional radiology.

Dr. Ziauddin Hospital’s legacy IT systems could not keep up with its rapid growth, prompting the hospital to search for a new platform.

“The legacy systems we had inherited were not integrated, and data was held in silos and different formats, which led to process inefficiencies,” said Abdul Hameed, general manager of finance at Dr. Ziauddin Hospital.

“There was a lot of unauthorized spending due to our manual approval procedures. Patient registration and billing were also done manually, and records were duplicated,” he added.

In 2007, Dr. Ziauddin Hospital engaged Oracle Certified Partner Jaffer Brothers (Private) Limited to implement an integrated business management platform based on Oracle E-Business Suite.

Since implementing the centralized system, the hospital has automated its entire financial, procurement, and supplier management processes.

Better Financial Visibility, Streamlined Reporting

The hospital is using Oracle Financials to improve visibility of budgets and cash flow. When a purchase is made by a hospital staff member and the procurement file is updated, money is automatically earmarked against the budget line in the finance department.

“With all this information at their fingertips, hospital management staff are in a better position to negotiate with suppliers.”

Abdul Hameed
GM Finance
Dr. Ziauddin Hospital

This enables the department to better manage budgets and access accurate financial data to quickly identify budget overruns.

Financial staff can oversee all financial information, including invoicing, budgeting, cash flows, and transaction details in a single general ledger.

Invoice and expense receipts are also electronic, which automates the approval process and eliminates unauthorized spending.

“This ensures accurate and precise reporting, tighter management control, and helps the hospital make better financial decisions,” said Hameed.

Managers can have access to an enterprise-wide repository of financial information and can easily drill down and view transaction details quickly, reducing report generation time.

They can also better handle journal entries and take advantage of clearer account type descriptions, reducing the time taken to produce month-end reports.

Streamlined Procurement Process

The hospital uses Oracle Inventory and Oracle Purchasing to improve stock ordering processes and supplier management.

Hospital staff can now check stock inventory levels and purchase products quickly and easily, which has led to a reduction in inventory waste.

“With all this information at their fingertips, hospital management staff are also in a better position to negotiate with medical and surgical equipment suppliers and pharmaceutical companies,” said Hameed.

“Oracle E-Business Suite has helped us drive down costs, while the advanced reporting tools provide us with a real-time picture of financial performance.”

Secure Web Access

Authorized management staff can access the system over the internet from anywhere in the world.

“Online access makes it possible for managers to make timely financial decisions whether they are in the office or on the road,” said Hameed.

Security issues have also been overcome by adopting a centralized business management platform, added Hameed.

Future Plans

Dr. Ziauddin Hospital plans to capitalize on the automated infrastructure to further improve information flow. It is also considering installing a customer relationship management system to improve patient satisfaction.

Why Oracle?

Oracle E-Business Suite was selected due to its ease-of-use and high level of integration across various applications.

“We needed to implement a system that supported the hospital’s rapid growth with centralized control, a high level of security, and an ability to scale to handle an increasing volume of information,” said Hameed.

Why Jaffer Brothers (Private) Limited?

After a thorough evaluation, Oracle Certified Partner Jaffer Brothers was chosen to implement the Oracle platform. The systems integrator was selected based on its high level of Oracle E-Business Suite expertise and positive references from satisfied clients in a wide range of industries.

Implementation Process

The Jaffer Brothers project team worked closely with Dr. Ziauddin Hospital to deploy Oracle E-Business Suite and provide the necessary training to the hospital’s management staff without any disruption to operations.

The system went live on November 1, 2007. Dr. Ziauddin Hospital rolled out the Oracle Financials, Oracle Inventory, Oracle Purchasing, and Oracle Order to Cash modules.

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