



Erlanger Health System  
Chattanooga, TN  
www.erlanger.org

**Industry:**

Healthcare

**Annual Revenue:**

US\$432 million

**Employees:**

4,500

**Oracle Products & Services:**

PeopleSoft Enterprise  
Human Capital Management Suite  
Financial Management Suite  
Supply Chain Management Suite  
Oracle Database

**“We have gained significant benefits with Oracle’s PeopleSoft Enterprise 9.0 applications. We have improved visibility and operational efficiency, as well as expanded self-service capabilities—all of which have resulted in rapid and quantifiable benefits.”**

– Bernadette Dorris, Financial System Manager, Erlanger Health System

**Erlanger Health System Upgrades Enterprise Applications to Improve Efficiency and Reduce Costs**

Erlanger Health System is an 819-bed hospital system that includes a flagship hospital and four smaller facilities, which primarily serve as surgical and women’s health centers. An academic teaching center affiliated with the University of Tennessee College of Medicine Chattanooga, Erlanger treats more than 275,000 patients annually.

**Challenges**

- Upgrade to the latest version of Oracle’s PeopleSoft Enterprise applications to ensure continued support and benefit from new functionality
- Extend efficiencies in purchasing and financial management—enabling Erlanger to respond to growing requirements to reduce operational costs while continually improving quality of patient care
- Expand self-service and paperless processes to reduce costs, add convenience, and promote environmental sustainability

**Solution**

- Upgraded to Oracle’s PeopleSoft Enterprise Management 9.0 to elevate the efficiency of financial management, procurement, and human resources processes
- Implemented an electronic ordering process for surgical supplies, reducing carbon footprint and saving US\$2,000 in freight costs in the first month through greater visibility into requirements
- Improved inventory, tracking and management to save US\$15,000 in supply costs within a month of the upgrade
- Transitioned to electronic pay stubs—providing employees with added convenience, reducing paper usage and postage costs, and saving more than US\$10,000 annually
- Simplified administration of the company’s online procurement catalog through auto-updating of “favorites” and the ability of end users to add items to the catalog
- Provided expanded visibility into the purchasing process, enabling managers to see if a request has been previously denied and enabling the flow of pertinent attachments from requisition request through purchase order issuance
- Provided increased visibility that enabled Erlanger to optimize invoice pay cycles