



Medscheme
Johannesburg, SA
www.medscheme.co.za

Industry:

Healthcare

Annual Revenue:

US\$145 million

Employees:

2,500

Oracle Products & Services:

Oracle Database
Oracle Internet Applications Server
Oracle Internet Developer Suite
Oracle E-Business Suite

Implementor:

Simeka
www.simeka.co.za

ITQ
www.itq.co.za

“We’ve seen a substantial improvement in our margins over the past five years; the company has really been turned around and Oracle technology has played a key part in that.”
– Marius Dreyer, General Manager of Technology, Medscheme

Medscheme Streamlines Transaction Processing and Virtually Eliminates System Downtime

Medscheme has been at the forefront of developments within the healthcare industry for over 35 years and is now South Africa’s leading medical scheme administrator and health risk manager. The company has diversified and its three core businesses—healthcare administration, health risk solutions and financial services—form the pillars of its fully integrated healthcare and financial services offering.

Challenges

- Implement a scalable, stable solution capable of handling a high number of online transactions in real time from pharmacies throughout the country
- Eliminate scheduled downtime caused by requirement for batch processing, regular backups and payment runs
- Improve data integrity by consolidating nine disparate systems which suffered from complex and inefficient data validation processes
- Reduce high level of customer service call centre traffic resulting from all of these issues

Solution

- Consolidated existing systems into a single Oracle-based application called Nexus, which eliminated data integrity issues
- Enabled true 24/7 operation and reduced downtime to under 2 hours per year
- Ensured scalability with new system which handles up to 5,000 transactions per hour
- Reduced number of customer service enquires, per member per month, by 60% over five years since the new system was implemented
- Enhanced business intelligence capabilities by providing a single view of the customer and ensuring that the data warehouse is never more than 24 hours behind the production environment, enabling developing trends and patterns to be quickly identified