

# INFORMATION ON DEMAND

## Oracle: Committed to the Healthcare Industry



Oracle's commitment to providing industry solutions has never been stronger. Our customers experience it, our partners share in it, and analysts recognize the scope and strength of offerings that have been carefully developed with the input of thousands of valued customers.

"[With Oracle's Siebel Call Center] We've added 200,000 new members while reducing call wait times 20 percent."

**Bill Marino**  
CEO  
Horizon Healthcare

"The ease of use and simplicity that Oracle Portal has brought to the entire organization in terms of internet/intranet structure has been phenomenal. If you look at most healthcare Web sites, there's so much content, you can't figure out how to navigate through the site. Ours is very easy to use and that's because of the Oracle tools we're using."

**Paul Peabody**  
Vice President, CIO  
Beaumont Hospitals

Oracle applications and technology provide a uniquely integrated platform for healthcare management, and have been recognized for many years as among the best for the healthcare industry. Oracle solutions can help you

- Mitigate cost pressures
- Deliver information interoperability
- Enable consumerism

### Industry Leaders Achieve World-Class Results

Oracle is helping industry leaders around the world get the most up-to-date and accurate information from their business systems.

- **Beaumont Hospitals** reduced supply chain administration costs by US\$4 to US\$5 million annually.
- **Horizon Healthcare Services** implemented Oracle's Siebel Call Center and two self-service internet portals powered by Siebel Service and Siebel Sales, and has already achieved US\$2.1 million in cost

savings, with an expected total savings of US\$21 million.

- **Waitemata District Health Board** streamlined its supplier list and saved NZ\$5.4M in procurement costs.
- **Sandwell and West Birmingham Hospitals NHS Trust** reduced time to process general-ledger feeds by 98 percent.
- **Select Medical Corporation** standardized its business systems at more than 870 facilities, and broke even on its Oracle investment 30 months after the project started. It now has an expected ROI of 24 percent over the next five years.
- **North East Wales NHS Trust** expects US\$2.1 million in savings over five years, for a 44 percent ROI.
- **Oregon Health & Science University** streamlined its recruiting process by eliminating much of the paperwork and reduced time to fill vacancies by 38 percent, saving US\$1,500 per vacancy through more-efficient recruiting.

Fact: 10 of the Top 12 healthcare organizations depend on Oracle Applications for critical business needs.



- **Hays Medical Center** decreased infrastructure costs with Oracle solutions and saved US\$185,000 annually.
- **Bahrain Defense Force Royal Medical Services** improved time to locate documents by more than 90 percent and achieved a 100-percent increase in scheduling efficiencies.
- **Health First** increased accuracy and timeliness of business processes by implementing Oracle supply chain, human resources, and financials solutions, and has estimated a five-year savings of US\$7.89 million.

### Oracle Customers Benefit

According to Tony Wharram, deputy director of finance for Sandwell and West Birmingham Hospitals NHS Trust in Birmingham, England, “The legacy systems we had inherited were not integrated or Web-enabled, resulting in silos of information held in different formats, which led to process inefficiencies. We needed a single information database; standardized, automated processes to drive down costs; and advanced reporting tools to give us a real-time picture of performance.” Wharram predicts that Oracle *i*Procurement will reduce transaction-processing costs by 50 percent.

Alan Wamser, systems analyst for Hays Medical Center, states: “Oracle had the total package. We immediately saw that the integration of Oracle Application Server Portal and Oracle Collaboration Suite would allow our users to log in once, to access information available on our Web site as well as their e-mail, files, and calendars. Oracle also offered the database

we needed. It was all there in one integrated package. BEA couldn't compete.”

“I had a vision for our implementation of Oracle *i*Recruitment: that it would not be unrealistic for hiring managers to post a job in the morning and get resumes in the afternoon. And we're doing it. We've also got a larger candidate pool, higher quality candidates, lower stress for our hiring teams, and an improved image in the marketplace,” affirms Joe Tonn, HRMS Manager, Oregon Health & Science University.

Bob Telford, program director, North East Patches Shared Systems Project, says, “Using a single instance of Oracle for financial and purchasing management across 56 NHS organisations drives down costs, cuts inefficiencies, and delivers greater value to tax payers without compromising on quality.”

### Oracle Partners Share the Vision

Oracle partners share the company's vision for developing advanced industry applications, extending Oracle solutions to create greater value for customers.

Bill Miller, vice president of technologies for Cerner Corporation states: “A unified IT system is essential to successful healthcare transformation. Our Cerner Millennium® architecture places all patient data in a single repository, where it can be accessed through our solutions—and Oracle, as Millennium's foundation, helps makes this possible. Our partnership enables Cerner clients to increase

patient safety, streamline workflows, and improve financial performance.”

### Oracle Applications for Healthcare: Did You Know?

Oracle is committed to the healthcare industry, as it is to all of the industry markets where Oracle displays strong market and technology solutions. Did you know:

- 20 of the Top 20 U.S. health insurers run Oracle Applications
- 10 of the Top 12 healthcare organizations depend on Oracle Applications for critical business needs
- More than 300 leading healthcare providers run Oracle Applications
- More than 80 healthcare payers run Oracle Applications
- 70 percent of the top multi-hospital systems in the U.S. run Oracle
- 95 percent of the top payers in the U.S. run Oracle
- 50 percent of America's Most Wired hospitals (*Hospitals and Health Networks' Most Wired Survey*) run Oracle

### CONTACT US

To learn more, call +1.800.ORACLE1 to speak to an Oracle representative or visit [oracle.com/industries/healthcare](http://oracle.com/industries/healthcare).