

# NHS Business Services Authority: Big Savings from Better Big Data Insights



**\$156  
Million**  
savings identified in  
**90 Days**



**10%** Reduction in unmatched cases for dental treatment post payment checks



**\$1.56** Billion in savings expected over 5 years



Detected fraud in dental and pharmacy claims by comparing anomalies

## ABOUT NHS BUSINESS SERVICES AUTHORITY

**A Special Health Authority which provides services on behalf of the Department of Health and the NHS.**

Provides central services to NHS bodies, patients and the public, such as managing the NHS pension scheme, issuing European Health Insurance Cards (EHIC), and administering payments to pharmacists and dentists.



**\$179 B**

Total budget for the NHS in England

**\$14 B**

In community setting pharmacy payments alone annually

**6.6 M**

EHIC cards processed per year (23.5 million people with EHIC cards in the UK)

## CHALLENGE

**Proactively identify opportunities to reduce costs and eliminate waste.**



**SOLUTION**



Deployed Oracle End-to-End Solution including Oracle Advanced Analytics, Oracle Exadata Database Machine, Oracle Exalytics In-Memory Machine, Oracle Endeca Information Discovery, and Oracle Business Intelligence Enterprise Edition



Established a Data Analytics Learning Laboratory to create expertise in gaining insight into the data



Ran a Proof-of-Concept on prescription services using a virtual environment

## RESULTS

Analysis of EHIC data found addresses being used to fraudulently apply for EHIC cards. The same analysis also uncovered the use of invalid NHS and National Insurance numbers to apply for a card.



**Develop Data Insights to Reduce Fraud and Save Millions with the Power of Oracle**

“ We now know that if we collect the right data at the start of a program, we can measure what is working down the line. We are starting to change the culture of the organization around our data governance. There has been a massive shift. Data is now central to all our new programs, and data governance is at the heart of everything we do. ”

**Nina Monckton**, Head of Information Services, NHS Business Services Authority

“ We chose Oracle because the solution could cope with very large data volumes running into billions of rows and could scale as volumes increase. In addition, the Oracle solution required no IT team support to run the queries, which enables our team of data analysts to be self-sufficient. We can now do so much more with our data, resulting in significant savings for the NHS as a whole. ”

**Nina Monckton**, Head of Information Services, NHS Business Services Authority

Learn more at [oracle.com/bigdata](http://oracle.com/bigdata)

Sources: Oracle, NHS Business Services Authority

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