PROJECT open

EconoMedic AG
Resource Management in Health Care Consulting

The Customer

EconoMedic is the first multidisciplinary competence network in the German health care market. Together with its parent company, Oberender & Partner, it ranges amongst the top-5 German health care consulting companies. The two companies currently employ 15 full-time professionals and many external consultants in two offices in Munich and Bayreuth. Since its foundation in 2000 as a spin-off of the University of Bayreuth, the companies have advised more than 150 companies in the health care sector on matters including strategy, mergers & acquisitions, interim management, and operations.

The Challenge

The specific challenge of this project was to consolidate the data of five in-house applications that were used to manage areas including projects, resources, resource assignment, and invoicing. These applications would have to be replaced by a single unified resource management system, while maintaining health care sector-specific business logic. All of this had to be done with the limited budget of a small company.

The Solution

The solution to the business challenges of EconoMedic was a]project-open[implementation with a focus on resource management. In addition to the standard product, a number of extensions had to be developed to handle specific business logic of health care consulting and special logic to handle the per-day invoicing of consulting work.

The Importance of Resource Management

"In the past we had to combine data from several systems for profound information on resource availability" said Jan Hacker, board member of EconoMedic. "After only two weeks of rollout, we can now make decisions based on reliable availability information from one system."

Resource Planning

Project planning at EconoMedic is resource-constraint, meaning that no additional work can be taken on unless sufficient resources are free to handle the request. To optimize this planning scenario, real-time availability information is necessary for a broad range of consultants, including both in-house and freelance workers.

For example developing a hospital strategy concept requires a combination of medical, nursing, legal and management know-how. Before confirming a new project to a customer, the availability of all required consultants has to be checked, based on information about confirmed project assignments, vacation, absences, and general bank holidays.

The]project-open[implementation EconoMedic chose maximizes the available information about its consultant' availability, while minimizing the time necessary to enter this information.

EconoMedic

At a glance

The Customer
EconoMedic is a leading German health care consulting company with 15 employees.

Business Need
EconoMedic needed better information about its consultants' future slack time in order to be able to take on additional customer work.

Solution
EconoMedic implemented the]project-open[project-ERP system with customized extensions for resource management.

Results
EconoMedic increased consultant utilization and reduced customer invoicing time by 50%.

Selection Process

During the intensive evaluation phase, EconoMedic looked at a long list of both open- and closed-source systems. "At the beginning we were confused that none of the applications would match our needs, except for the most expensive ones," says Maximilian Högn Consultant at EconoMedic. "At the end we found]po[, where the open-source developers could add the missing features within our budget."

The Implementation Project

The two week implementation project started with a number of custom development to modify invoicing per consulting day and other functionality, followed by an overall configuration of the system and the import of master data.

First users started to enter projects on Monday of the 2nd week, with the go-live date on Wednesday. The remaining two days were used for post-launch training and writing optional reports.

"We were surprised about the smooth transition and would do the implementation again using professional support in a concentrated action" says Maximilian Högn.

Business Results

Apart from replacing a total of five home-grown applications,]project-open[achieved several goals, improvements process visibility, accessibility, and achieving time savings in various areas.

"We use]po[as a core instrument to manage our internal processes now," says Jan Hacker.]po['s ease of use saves consultants valuable time. In addition, management now has an improved visibility of available resources, as]po[real-time data allows them to compare ongoing project progress with consumed resources. EconoMedic's accountants say that invoicing now only takes half the time that it did with the old system.

Implementation Highlight

Replacing five home-grown applications within two weeks after kickoff. EconoMedic's main benefits:

- Detailed and up-to-date resource planning information makes it possible to take on more customer work and to increase resource utilization
- 50% reduction of the time necessary for customer invoicing
- Real-time information on logged hours and invoices allow for precise project tracking and forecasting

Key Modules Used

- ►]po[Project Management
- ►]po[Resource Planning
- ►]po[Timesheet Management
- ►]po[Timesheet Invoicing
- ►]po[Project Controlling
- ►]po[Absences Management

Other Results

- ► The implementation was on time and within budget.
- ► Smooth transition from heterogeneous IT landscape to]po[, reducing IT maintenance costs
- ► The entire system runs on a standard Intel single-processor server with an automatic backup system.
- ► EconoMedic staff ranks]po[higher in usability than the old solution.
- ► The growth in transparency and data reliability is already indispensable for EconoMedic management.
- ► The physical distance between EconoMedic and]project-open[(Bayreuth, Germany vs. Barcelona, Spain) did not negatively influence the project.