



Company Profile

Capio AB is a market leader in the European health and medical care industry, with operations in its Swedish home market and six other countries. It employs some 12,000 people and has annual revenues of SEK 8,500 million (h950 million approx.). As well as providing healthcare and diagnostics services for private patients, it carries out work under contract for national health services in different countries.

Location

- Sweden

Industry

- Healthcare

Business Challenges

- Reduce operational costs through implementing more efficient processes.
- Introduce a new ERP system throughout the company.
- Integrate this system with other applications to provide seamless access to information.

Solution Overview

- Install PeopleSoft OneWorld as the core ERP system, with SeeBeyond as the integration engine.
- Integrate PeopleSoft OneWorld with local patient administration systems.
- Use the B2B capabilities of SeeBeyond eXchange Integrator to streamline the procurement process.

"The SeeBeyond solution provided the best combination of architecture, pricing and strong customer references. One particularly attractive feature of the architecture was the ability to deploy the solution across the network to hosts in different areas. This suited our operation perfectly." **Jonas Andersson**, system manager, Capio

Business Challenges

Increasingly, the healthcare sector is subject to the same commercial pressures as those affecting other areas of industry. Thus companies looking to achieve business success in today's competitive market must streamline their internal processes and reduce their costs. For Capio, this need was particularly urgent because it had grown rapidly and extensively through acquisition and its operations were characterised by a high degree of heterogeneity.

One of the fundamental steps for Capio was to implement a new enterprise resource planning (ERP) platform that could be used throughout its subsidiaries in seven countries. This would replace a plethora of different applications that were used to manage various aspects of its operations in different business units and locations.

However, Capio realised that it would only gain the full benefits of installing a standardised platform if the ERP system was integrated with other core and non-core applications to provide seamless access to information. The ability to transfer customer information automatically from patient administration systems (PASs) in particular would do a great deal to improve process efficiency. An integration solution was therefore a priority.

Solution Overview

Capio decided to install PeopleSoft OneWorld as its core ERP system. To identify a suitable integration solution, it evaluated a range of products against key criteria such as technical capabilities, industry track record, stability and flexibility. Based on the results of this evaluation, it asked two suppliers to provide a proof of concept before finally deciding to implement SeeBeyond's eGate Integrator.

eGate Integrator now manages the flow of information between PeopleSoft OneWorld and local PASs such as SHS in France and Cambio in Sweden and the UK. Information relating to customers, who include insurance companies as well as patients, is extracted from the PAS using eGate Integrator and then fed into the ERP system for billing and accounting purposes.

Capio has also taken advantage of the B2B functionality of SeeBeyond eXchange Integrator to streamline the procurement process. Direct links

have been set up with specific suppliers and information relating to orders is automatically routed to and from the core ERP system. Although AcandoFrontec was responsible for the early stages of the project, Capio's own team carried out the SeeBeyond implementation, with SeeBeyond's own people providing additional development resources where required.

Business Benefits

Thanks to a combination of PeopleSoft OneWorld and eGate Integrator, internal administrative processes are now faster, more streamlined and less costly. According to Andersson, the automated flow of electronic information is taking the place of Capio's past reliance on manual methods such as telephone, mail and fax, with dramatic results.

Similarly, communication with suppliers is now faster and more efficient. With eXchange Integrator and its open B2B protocol support, it is easy for Capio to create and maintain secure links with trading partners who may use a variety of message exchange formats.

Through automating selected processes and reducing the costs associated with their execution, Capio hopes to achieve an enhanced competitive edge. Even though these processes are not directly associated with the core function of delivering healthcare, the improvements made can nevertheless play an important role in the success of the business. According to Andersson, Capio is now planning to investigate the possible extension of the integration solution to support more efficient healthcare delivery.

"In the past, processes such as finance and purchasing were far too cumbersome and too costly," he said. *"To overcome this problem, it was essential to bring information from a variety of business areas together at a central point. Thanks to SeeBeyond's ability to connect with different systems and process different data formats, we are now able to do this."*

Plans For The Future

Capio is now looking into the possibility of upgrading to SeeBeyond's ICAN Suite and implementing a service-oriented architecture. In Andersson's view, this would bring additional efficiency gains on the supplier side and facilitate rapid connection to smaller suppliers. More generally, he believes that composite applications will be needed within both supplier and customer portals.

"It was essential to bring information from a variety of business areas together at a central point. Thanks to SeeBeyond's ability to connect with different systems and process different data formats, we are now able to do this." **Jonas Andersson**, system manager, Capio

Business Benefits

- Internal administrative processes are faster, more streamlined and less costly.
- Communication with suppliers is more efficient and highly flexible.
- Reduced costs contribute to an enhanced competitive edge.

Technology Profile

SeeBeyond Components

- eGate™ Integrator
- eXchange™ Integrator

Integrations

- PeopleSoft OneWorld 8.0
- Siemens Health Services (SHS) patient administration system
- Cambio patient administration system
- Visma payroll and invoicing application
- Various supplier systems

Sizing

- Billing/accounting information updated 1,000 to 2,000 times each day

Hardware

- HP

OS

- Windows 2000