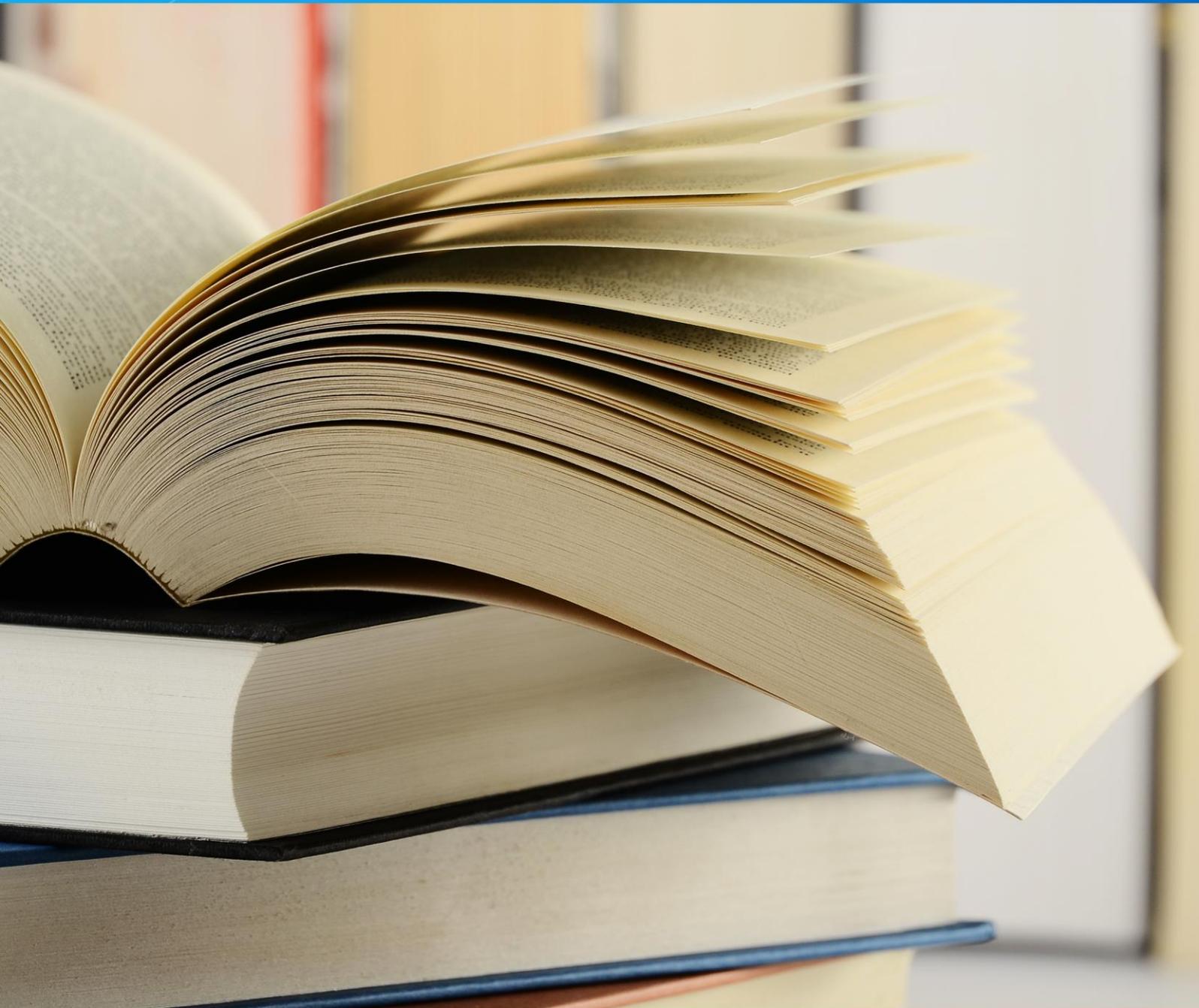




CASE STUDIES

# UEMedical and ITQAN Collaborate on ERP Implementation





ITQAN implemented Microsoft GP as the chief ERP solution that would include all core financials modules, helping UEMedical automate and streamline transactions in the following areas: Cash Management, Fixed Assets, Account Receivables, Account Payables and Inventory.

## Introduction

ITQAN's strength as a comprehensive systems integrator lies in the broadness and breadth of its IT expertise, but its edge undoubtedly hinges on its proficiency and experience in designing and implementing enterprise software applications. Specifically those commissioned by Microsoft, ITQAN's name resounds loud and clear as the go-to IT solutions provider in this domain.

ITQAN's streak of notable ERP implementations continued with United Eastern Medical Services L.L.C. (UEMedical), whereby it helped the latter experience the added value of Microsoft GP in transforming and simplifying finance-related operations.

"Projects of this nature are undoubtedly ITQAN's forte, given the nature of UEMedical's needs and also the vertical the organization falls under. It is second nature to us, and a guarantee of a superior return on an IT investment," affirmed Feras Al-Jabi, ITQAN's General Manager.

UEMedical is a healthcare development and investment company whose portfolio of projects is coming together to leverage the combined talent and resources of two hospitals, six specialty centers and 14 family clinics to create an integrated healthcare delivery system across Abu Dhabi and the UAE. Through the participation and support of key stakeholders, UEMedical is committed to developing and managing an integrated healthcare delivery system comprising of world-class specialty hospitals, outpatient health centers and healthcare support services throughout the region.

ITQAN's strong acquaintance with the healthcare vertical coupled with its undeniable expertise in this horizontal of solutions prompted UEMedical to source it as the systems integrator that would get it out of the pitfalls of its current level of operations.

## The Need

Prior to the implementation, UEMedical had no software application in place. The finance department operated through a very limited and basic data entry method that was laced with inefficiencies and complications. For an organization of its caliber, it was far from ideal to work around the finances through an archaic and non-automated Microsoft Office application.

The management also needed to see consolidated financials that were easily accessible and available at all times. The presence of balance sheets and dashboards in addition to instantaneous reporting were strongly needed, with one level of control over the finances.

The system that would eventually automate the finances had to be seamlessly integrated to the healthcare information system (HIS) application on a batch mode. Any financial transaction on the HIS had to be uploaded to the chief financial system and subsequently provide a unified and comprehensive overview of the finances.

All this called for the need of an ERP solution that would bring those features to life and take it to the next level.

## The Difference

Given the scope of the requirements and the number of users who will fully utilize the system, ITQAN proposed Microsoft GP as the chief solution that would eventually transform the level and style of operations to the better.

The solution would include all core financials modules, helping UEMedical automate and streamline transactions in the following areas: Cash Management, Fixed Assets, Account Receivables, Account Payables and Inventory.

“We have been recognized by Microsoft numerous times for our remarkable expertise in implementing its business solutions, we deeply appreciate UEMedical for investing its trust in our capabilities,” said Al-Jabi, “It is always our goal to meet or exceed the expectations of our clients, and with this implementation we are thrilled to see UEMedical source us for an expansion of this project, through the implementation of eKawader, the ITQAN-configured HR and payroll solution, and employee self-services, which is scheduled to take place in the coming period,” revealed Al-Jabi.

At the forefront of the experienced change is undoubtedly productivity enhancement. With the level of automation introduced, the shortcomings and complexities of manual and administrative data entry is now substantially eradicated, allowing users to divert their efforts to what matters the most - making the right decisions and strategizing based on the reports and information provided by the solution. Not only that, but the degree of inaccuracies and gaffes that were abundantly prone previously is now noticeably rationalized. Moreover, the financial year end closing is superiorly accurate, automated and reported. UEMedical now has a lean yet effective finance and accounts team because of the system in place.

Both the ERP system and HIS are now integrated, with the transactions from the HIS getting relayed and eventually consolidated with UEMedical’s overall finances, providing a holistic and comprehensive view on the financial situation.

UEMedical’s top financial data is far more secure now and upheld by a much reliable system. Through the assignment of access rights, financial data is easily accessible, but only to those authorized to access it. Furthermore, it’s properly backed up, preventing a data crash that could have disastrous consequences.

UEMedical is also glad to see effective knowledge enhancement for the finance team. Through the deployment of the system and the related training that typically follows so users can maneuver around it.