

CASE STUDY ON KING FAISAL SPECIALIST HOSPITAL & RESEARCH CENTER



ORACLE CERTIFIED ADVANTAGE
PARTNER



“Automatic Hospital”

جدة كبر اللغات والعظم



يشرف حفل تأسيس المستشفى الآتوماتيكي الخاص غدا

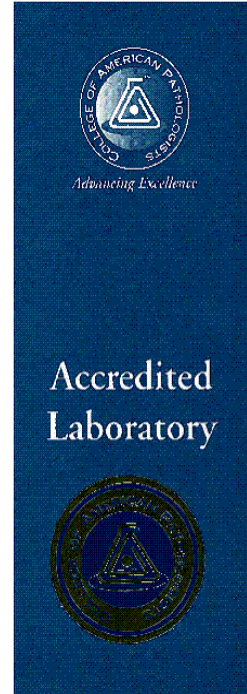
من المقرر أن يقوم حضرة صاحب
الجلالة الملك المعظم بعد عصر يوم
غد الأربعاء بوضع الحجر الأساسي
لمشروع مستشفى « الملك فيصل
التخصصي » وذلك في احتفال كبير
تقريه وزارة المالية والاقتصاد
الوطني بمقر المشروع شمال المنذر -
وسيبداً الحفل بتلاوة من القرآن
الكريم ثم كلمة سمو وزير المالية
والاقتصاد الوطني الامير مساعد بن
عبد الرحمن ثم كلمة سعادة أمين
مدينة الرياض الاستاذ عبد العزيز
الثنيان - ثم يتفضل حضرة صاحب
الجلالة الملك المعظم بوضع الحجر
الأساسي للمشروع بيده الكريمة *

وتتبعه الافتتاح الذي ان هذا
المستشفى سيجهز بأحدث الاجهزة
الطبية الآتوماتيكية وسيخصص
لعلاج الامراض المستعصية واجراء
العمليات الجراحية الدقيقة *
وسيصمم في مرحلته الاولى - ٢٨ -
٢٠٠٠ سريراً * وتبلغ تكاليف المشروع
حوالي ٨٣ مليون ريال * ويقام
تفتيحه خلال ثلث سنوات *

About KFSHRC

- **900-bed tertiary care hospitals**
- **Around 9000 Employees**
- **Multi tertiary care facilities**
 - **Riyadh**
 - **Jeddah**
- **Provides variety of health services, includes open heart surgery, bone marrow transplant, kidney transplant, liver transplant, specialist diagnostic services, etc.**

Important Accreditations



The College of American Pathologists

certifies that the laboratory named below

**King Faisal Specialist Hosp & Res Ctr
Department of Pathology & Lab Medicine
Riyadh, Saudi Arabia
Fouad H. Al Dayel, MD**

LAP Number: 1105601
AU-ID: 1176484

has met all applicable standards for accreditation and
is hereby fully accredited by the College of American Pathologists'
Laboratory Accreditation Program. Reinspection should occur prior
to April 20, 2010 to maintain accreditation.

Accreditation does not automatically survive a change in director, ownership,
or location and assumes that all interim requirements are met.

Paul Williams, MD
Chair, Commission on Laboratory Accreditation

James A. Schwartz, MD AND FACP
President, College of American Pathologists

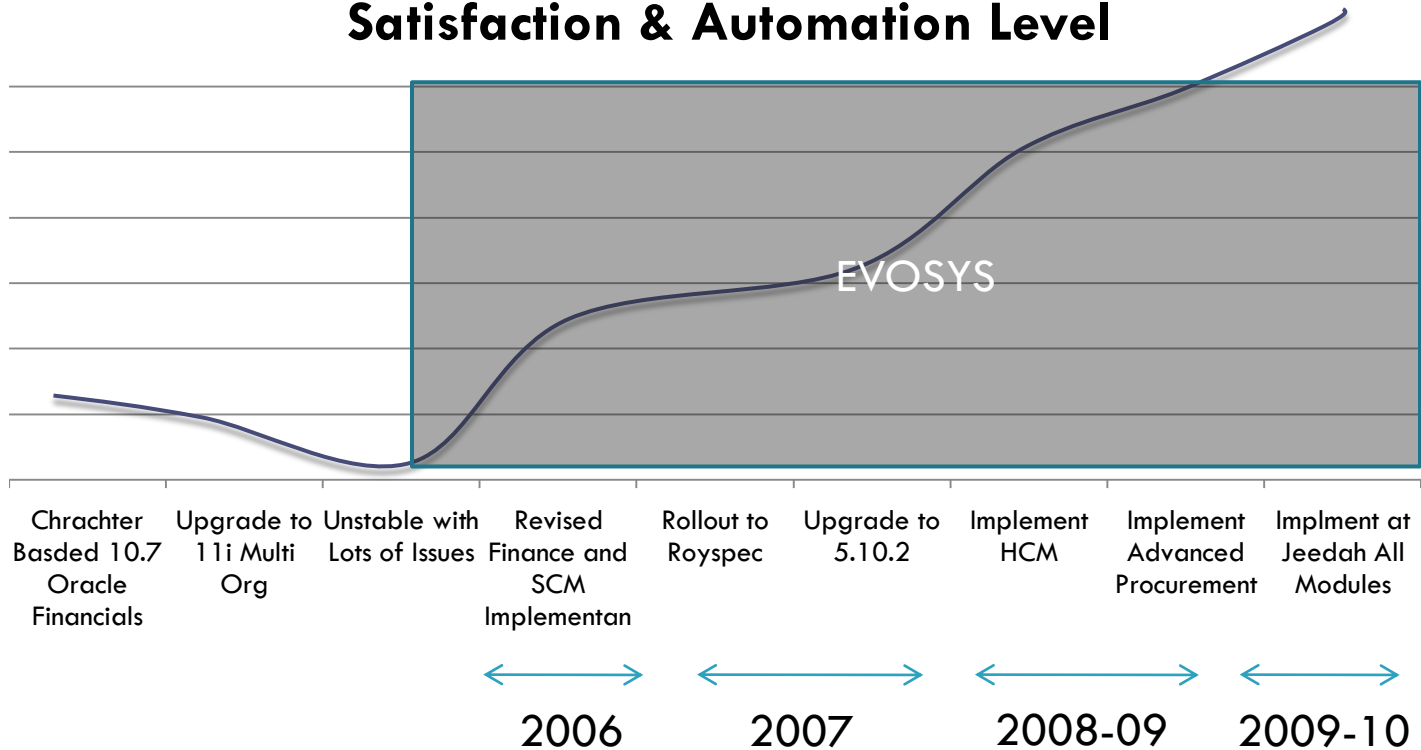
Modules Implemented at KFSHRC

- Oracle Financials
 - ▣ General Ledger
 - ▣ Accounts Payables
 - ▣ Fixed Assets
 - ▣ Cash Management
 - ▣ Accounts Receivables
- Oracle SCM
 - ▣ Purchasing
 - ▣ Inventory Mgt
 - ▣ Order Management
 - ▣ Sourcing
 - ▣ iSupplier
- ▣ iProcurement
- ▣ Contracts Mgt
- Oracle HCM
 - ▣ Core HR
 - ▣ Payroll
 - ▣ Self Service
 - ▣ iRecruitment
 - ▣ Performance Mgt
 - ▣ HR Intelligence
- Oracle EAM

Evosys Engagement Road Map

Satisfaction & Automation Level

Satisfaction and Automation Level



IFMMS

Made improvements to around 80 business requirements through

- Business Process Realignment
- Correcting Configurations,
- Building Extensions,
- Trainings etc.
- Developing Analytic Reporting

Some of the important areas included

- Made Business Process Corrections in Procure to Pay Process to make them work seamlessly
- Made Business Process Improvements in Internal Consumption Process for better tracking of expenses
- Implementation Encumbrance Accounting
- Implementation Process for Asset Purchase & Purchas through Contracts
- Reimpleemnted Fixed Assets
- Implemented Re order Planning and Dynamic Forecasting
- Implemented Adhoc Reporting for Finance and SCM using Discoverer

The Result



King Faisal Specialist Hospital and Research Center
Riyadh, Kingdom of Saudi Arabia

Industry:
Healthcare

Annual Revenue:
US\$450 million

Employees:
7,000

Oracle Products & Services:

Oracle Financials
Oracle Inventory Management
Oracle Purchasing
Oracle Daily Business Intelligence

Oracle Partner:



EVOSYS
www.evosys.co.in

"The "Partnership" approach of Evosys has been a great success at KFSH. They have provided us with complementary skills and delivered unto quality and time. We particularly are impressed by the quality of the professionals of Evosys."
– Mr. Hammad Al-Dalg
Chief Information Officer, King Faisal Specialist Hospital & Research Center

King Faisal Specialist Hospital and Research Center Optimizes IT Investment and Leverages Best Practices

King Faisal Specialist Hospital and Research Center is an 894-bed multi-facility, multi-entire tertiary care hospital. It is one of the leading healthcare institutions in the Kingdom of Saudi Arabia. Its mission is to provide high-quality and specialized medical services and promote medical research.

Challenge

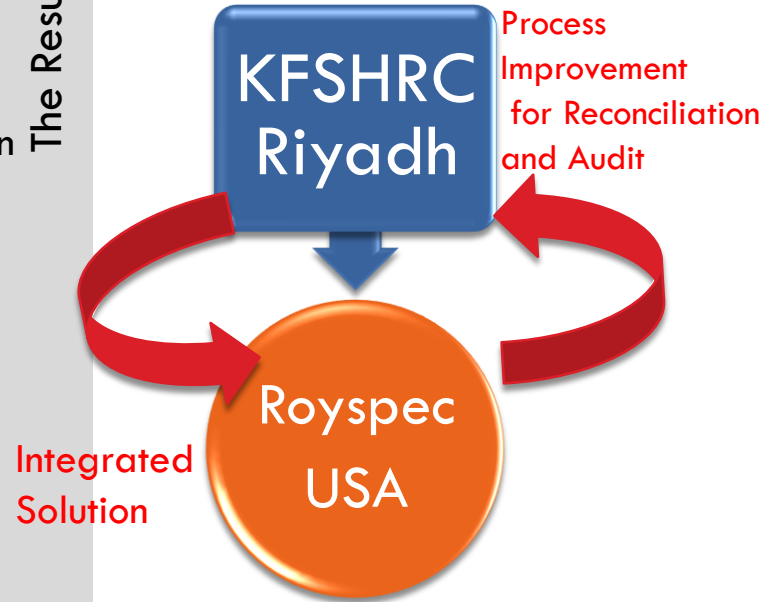
- Elevate IT operations and standards to best-practice levels
- Ensure enterprise-wide visibility and insight into daily operations, including critical medical supply inventory levels
- Ensure stability and scalability of the center's enterprise resource planning (ERP) system in both in-country and international facilities

Solutions

- Worked with Oracle Partner EVOSYS to optimize use of management and planning features in Oracle Inventory Management to support continued corporate growth and enable proactive budgeting
- Improved visibility across the enterprise to better identify and mitigate financial and operational risk, improve performance, and enhance customer service
- Introduced best practices that drive greater efficiency and productivity
- Upgraded Oracle E-Business Suite applications in three months with less than one-and-a-half day of downtime

Rollout to Royspec

- Royspec is the Purchasing Office of KFSHRC in Baltimore USA
- The Integration of Business Process at Royspec had been an open issue for 7 years before implementation
- Important Areas Covered in the project were
 - Complete Implementation of following
 - Procurement based on KFSHRC requisitions
 - Shipping and Billing to KFSHRC
 - Payment to Suppliers and Reimbursement from KFSHRC
 - Managing of Royspec Warehouse
 - Managing of Royspec Financials
 - Reconciliation of KFSHRC and Royspec Books and Balances



Implementation of HCM

The Project and its Challenges

This has been a landmark project for KFSH & Evosys

The Project had been assigned to 4 different implementers before being assigned to Evosys

The Major Challenges were

- Highly Unorganized, Manual and Fragment HR Business Process
- High Advanced Position Budgeting and Control System
- Very high number of Benefits and Elaborate Benefit Structure
- Very Elaborate and Complex Leave & Ticketing Policies
- Very High Degree of Retrospective Transactions specially Overtime and Leave
- Implementation of Service for 9000 employees
- Implementation on an Existing Production Instance
- Change management from the Legacy System

The Result

We were able to successfully go live within a record time of 6 months for the one of the largest HCM implementation in KSA

- Modules
 - Core HR
 - Payroll
 - Self Service
 - iRecruitment
 - Performance Mgt
 - Time and Labor
 - HR Intelligence

KFSHRC has been using Oracle HCM successfully for over 1 year now.

They have an automated and well organized HR and Payroll Roll

They have been to migrate almost 75% of HR Business to employee & Manager Self Services

They have completely automated iRecruitment portal used by Applicants-> Recruiters

Implementation of Advanced Procurement

The Project and its Challenges

KFSH has amongst the most automated Procurement Business Process in the Industry

With Implementation of Advanced Procurement Modules we have been able to loop in the End User , The Purchasing department, the Contracts department, the Suppliers and the Warehouses Department into a single unified business chain.

With ADVP KFSHRC has made a big move towards complete transparency and audit trail in business and a paper less environment.

The Result

We were able to successfully go live within 5 months

- Modules
 - Contracts
 - iSupplier
 - iSourcing
 - iProcurents

Amalgamation of KFSH - Jeddah

The Project and its Challenges

- KFSHRC has taken over the management of King Faisal Jeddah Hospital , and they had the vision to implement the same Business and Best Practices that we followed in KFSHRC Riyadh to the new hospital
- Important Challenges for the project were
 - Realignment of Business Process
 - Realignment of Business Master Data
 - Test the scalability of the existing system and solution footprint.
 - Go Live in the shortest possible time to enforce better management view and control
 - Build Integration and Consolidation of Data

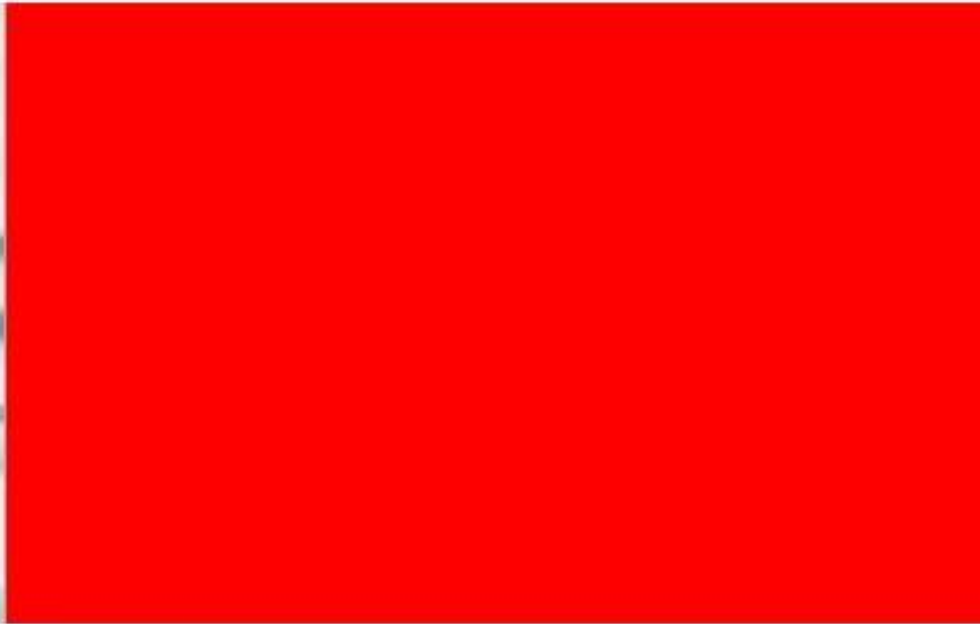
The Result

The project had a mandate to rollout of all the Oracle modules in KFSHRC Riyadh to KFSH Jeddah in less than 6 months

KFSH&RC ERP footprint



- Phase VII** 2012 Patient Relationship Management
- Phase VI** 2011 Enterprise Planning & Budgeting
- Phase V** 2010 Warehouse management
- Phase IV** 2009 Facility Mgt.
- Phase III** 2008 Advanced Procure to Pay
- Phase II** 2007 Human Capital Management
- Phase I** 1999 Accounting & Procure to Pay & Order to Cash



Thank You

