

Success Story

Healing pain with timeliness of data

University of Pittsburgh Medical Center accesses reports from all platforms

UPMC Health System, which is affiliated with the University of Pittsburgh Schools of the Health Sciences, is the leading integrated health care delivery system in western Pennsylvania and one of the largest in the United States. It meets comprehensive health care needs through University of Pittsburgh Medical Center hospitals — and by offering a variety of health-related services and products. UPMC is comprised of four divisions, which include a hospitals division made up of 19 regional hospitals, a health plan insurance division, a physicians plans division, and a for-profit diversified services division. With more than 25,000 employees, UPMC Health System is the largest non-governmental employer in the region. UPMC is world renowned in the area of organ transplantation — the medical center performs more organ transplants than any other place in the world.

This world-renowned integrated health care provider needed an enterprise report management solution that could seamlessly integrate with its recently implemented PeopleSoft Financials system and its existing mainframe applications. UPMC chose Vista Plus Suite from Open Text for its superior report management functionality, mainframe support, and Internet-enabled capabilities. The solution has enabled UPMC to transition from a very manual, labor-intensive, paper-generated, mainframe solution to an automatic solution that merges reports from any application regardless of the platform. The organization can now

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Jeff Szymanski
Associate Director, Data Center Operations,
UPMC

distribute business-critical information from multiple platform systems applications to all its users spread across four divisions. As a result of the implementation, UPMC has reduced the volume of its old financial system by 350,000 pages and considerably improved the timeliness of data.

Labor-consuming report distribution

As a large diversified health care provider, UPMC had several applications running on its mainframe that supports all of its divisions, including patient billing, lab management, and other systems. In March of 2000, UPMC implemented PeopleSoft Financials, which presented a new challenge: effectively managing and distributing output from the mainframe and PeopleSoft and other existing applications.

Jeff Szymanski, Associate Director of Data Center Operations at UPMC Health System, was given the task of finding a solution that would address all the critical UPMC issues. The new solution had to have an easy-to-use user interface and the ability to not only support PeopleSoft output but also the output from multiple applications, including those running on the mainframe. UPMC still needed to be able to spool and print reports from the applications running on the mainframe without altering the mainframe applications. In addition, UPMC wanted to be able to provide report access to its many users through the Web or a Windows client. The goal was to improve the timeliness of reports by making information immediately accessible, regardless of the user’s location, while reducing printing costs.

Seamless integration with other applications

Szymanski considered several options before deciding on the Vista Plus Suite from Open Text. There were other solutions available, but none that could meet all the criteria. Many of the other solutions were either not easily scalable or ran in a mainframe environment, which was a cost-prohibitive alternative that UPMC did not want to pursue. Furthermore, Szymanski knew that UPMC needed a Unix-based solution, but the other Unix-based products he was looking at were not able to handle output from the mainframe. This quickly put the Vista Plus Suite ahead of the competition.

Industry
Health Care

Customer
University of Pittsburgh Medical Center (UPMC) Health System

Business Challenges

- Effectively manage and distribute output from the mainframe and various existing applications
- Consolidate disparate platforms
- Enable report access for a geographically distributed user base

Business Solution
Vista Plus Suite

Business Benefits

- Increased user productivity with instant access to critical information
- Drastically reduced time and resources associated with manual report distribution
- Integration with PeopleSoft Financials, mainframe, and custom applications
- Reduced print volume from financial system by 350,000 pages
- Saved approx. 176 man-hours through automated report distribution

“Once we decided that we were going to implement Vista Plus, we were confident that we picked the right solution,” said Szymanski. “Besides providing support for the mainframe and facilitating our recently-implemented PeopleSoft Financials system, we could leverage our Vista Plus investment for our other applications.”

In addition, the Vista Plus Suite offered an easy-to-use GUI, as well as Internet access options, which was critical for UPMC in order to improve the timeliness of data. The old financial system that ran on the mainframe would require eight to fourteen days from the time the reports were printed for the files to be sent to the accounting office, stapled and merged, stuffed into envelopes, and couriered to the department head managers. With this type of process in place and a report volume of 700 different department heads, the information was outdated by the time it arrived. The Vista Plus Suite has helped to dramatically improve this situation. With the Vista Plus Java Client, all users, regardless of their location, are now able to access their reports directly through the Web. The solution has allowed UPMC to provide all its users with instant access to key information.

A true enterprise solution

UPMC couldn't be happier with the results. “Vista Plus is a true enterprise solution,” says Szymanski. “We have dramatically reduced our eight-to-fourteen day delivery time window. The report distribution process used to involve 11 different clerks from the accounting departments and about 16 hours per clerk. We have completely eliminated their involvement and time because it is all done automatically. Vista Plus has enabled us to transition from a very manual, labor-intensive, paper-generated, mainframe solution to an automatic solution that merges reports from any application regardless of the platform.”

With the Vista Plus Suite, UPMC was able to reduce the volume from its old financial system by 350,000 pages. “This goes directly into the ROI,” says Szymanski. “What's more, there are many areas where it's hard to specify an amount, but these are true and significant soft dollar savings. What are the savings of a department head being able to review reports immediately versus in the past? And, if there are errors, you can correct them right away.”

As UPMC moves forward, it finds that the Vista Plus Suite and other ECM solutions still have many more benefits to offer. “We are discovering that as we continue to implement Vista Plus, we're only one-third of the way there even though we have some 1,200 users,” says Szymanski. “Security, for example, has proved to be invaluable. If you have a large report with payroll information, it is vital to be able to apply page-level security.” UPMC plans to continue leveraging its Vista Plus investment to distribute information from existing as well as newly added applications, like Epic (their physician billing scheduling system). They are also considering implementing the Vista Plus Output Manager, which can address the issue of managing print output to remote printers with the ability to integrate with the Vista Plus Suite.



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