

## Evosys announces the successful implementation and Go-Live of multiple Oracle Business Intelligence Dashboard Projects for Abu Dhabi Health Services (SEHA), UAE

### About SEHA

SEHA, the Abu Dhabi Health Services Company, is owned by the Government of Abu Dhabi in the UAE. SEHA owns and operates 13 hospitals, 2,644 licensed beds, and more than 70 Ambulatory and Primary Healthcare Clinics. SEHA is one of the largest employers in the Middle East with more than 17,000 physicians, nurses, other clinical and administration staff.

### Business Need

- To build Dashboard and Scorecards on the OBIEE Platform in order to measure performance and productivity of various business verticals.
- A need to integrate data from Oracle EBS, Cerner Healthcare Information System, Kronos Time and Attendance System, HAAD (Health Authority of Abu Dhabi) and populate data to a data warehouse.
- Generate KPIs using clinical and patient accounting data to reflect a picture of the Healthcare service at the core of their business.
- Generate KPIs for Financials, Supply Chain and HCM.
- Prepare KPI Scorecards/Index to measure overall organization-wide performances in various business verticals.

### Evosys' Solution

- Implementation of Oracle Business Intelligence Applications (OBIA) and Oracle Business Intelligence Enterprise Edition (OBIEE).
- Build of multiple custom ETL integrations using the Informatica tool to integrate data from various source systems and to populate the data warehouse.
- Extensive data cleansing performed during the ETL phase.
- KPIs and Dashboards designed on OBIEE Platform as per requirement.
- A robust and scalable security framework designed on the OBIEE platform to restrict users to access of their relevant data only.

### Business Challenges

- Data integration from various source systems such as Cerner, Patient Accounting, HAAD Website and Oracle ERP.
- Optimized ETL Performance with a huge amount of data from Oracle (ERP), Cerner and Patient Accounting system.
- Complex KPI calculation logic in ETL layer.
- Acceptance of KPIs on BI platform by business users.
- Delivery of meaningful data representation on the OBI dashboard to achieve end-user's objectives.
- Very ambitious timeline given the scale and complexity of the project.
- The need for simultaneous delivery for multiple projects.

### Value Addition by Evosys

- During the entire implementation cycle, the Evosys team has proven their expertise in all aspects of data management, KPI Definitions and Dashboard design.
- The implementation team ensured the client was aware of the quality of data produced from the source system and how it can be used to correct major operational issues.
- On many occasions, the Evosys team was shown appreciation by the client for their pro-activeness, the quality of delivery and for bringing the project in on time.
- SEHA has been shortlisted for the ICT Awards 2016 in HR Technology for HR Dashboard

### Business Benefits

1. The solution provided allows fast analysis of Key Performance Indicators for various Business Entities (BEs) granting instant and complete visibility of all systems.
2. Automated data integration with source systems enabling the creation of daily, weekly, monthly, quarterly and yearly dashboards automatically.
3. Ability to compare key performance measure between various BEs, between facilities of one BE as well as period wise KPI comparison for one BE.
4. Ability to analyze KPI values against pre-set targets and weighted scores. This provides insight into business processes - helpful for users to align strategies and organizational goals.
5. Ability of business users to identify and correct negative trends.
6. One dashboard to view data from multiple source systems.

### Modules Implemented :

1. OBIEE /OBIA

# "One Spirit, One Team, One Win" has been proved by our Team Members

## THE TEAM

### Ravi Makadia (Program Manager/Project Manager)



Ravi has played an important role in planning the many aspects of this multi-project – liaising with the client's key stakeholder and building the Evosys team. His project management expertise helped the entire process run more smoothly from start to finish. His expertise and knowledge of all areas of business was not only helpful, but inspiring for the team. His cool, level-headed approach was the main source of team motivation.

### Narahari Rao (Solution Architect/Business Analyst)



In terms of sheer data from multiple sources, this was a demanding project. Narahari's data warehousing, ETL expertise and innovative approach made the challenges easier for the whole team. His handling of complex issues in ETL made the impossible, possible. Narahari was also excellent at building a rapport with the client which resulted in further business for Evosys. Thank you, Narahari, for your part in this project.

### Shreyansh Shah (Solution Architect/Business Analyst)



Shreyansh impressed everyone with his efficiency and on-time delivery. He took ownership of tasks and made sure that expectations were met. His contribution to project planning and execution, solution design, client meetings, on-site/off-shore communication, quality assurance, project documentation and technical developments contributed greatly to the success of project. He built an excellent rapport with the key-users which enabled Evosys to leverage their relationship with the client. These words are true for Shreyansh - "Master, not Jack, of all trades".

### Himanshu Khatri (Project Lead/Business Analyst)



Himanshu was part of the on-site team until early 2015, before going on to manage the off-shore team. The 'treasure' of Evosys, Himanshu's exceptional communication skills and techno-functional knowledge was vital to the success of this project. His efforts towards team integrity and his dedication to delivering the brief on time are commendable. Thanks, Himanshu, all your efforts and hard work contributed greatly towards a successful project.

### Ketul Patel (Techno-Functional Consultant)



Ketul has become a real asset for Evosys. His "can do" attitude and innovative ideas made lot of OBIEE implementation challenges much easier. Ketul's expertise in OBIEE and his contribution towards reports, dashboard and scorecard design made what was finally delivered to the client look beautiful. He worked round the clock when it was the only way to ensure the work was delivered completed and on time. As someone who has set very high quality standards, we thank you, Ketul, for being part of this program.

### Darshan Prajapati (Technical Consultant)



Darshan joined the program in the middle of 2015 as a Technical Consultant. Using his technical skills, he contributed to the development of the SCM KPI dashboard, HR executive dashboard and productivity dashboard. He also provided simultaneous support for other modules. Bringing his past project experience to bear, he has helped bring in successful, quality deliveries on time. His enthusiasm for learning new skills, and his dedication and determination to achieve quality in his work, makes Darshan the rising star of the team and in Evosys as a whole.

### Vaishal Patel (Technical Consultant)



Although he joined in the latter stages and this was his first project, Vaishal has contributed very well to the development of the SCM and HR Utilization Dashboard whilst continuing to provide support for other modules simultaneously. His dedication to his work and open-minded approach toward learning makes him a fantastic asset for the team and for Evosys.

### Kishan Moradia (Technical Consultant)



Although he joined the project at a later stage, Kishan understood what was required of him very quickly, contributing his technical skills to the development of the SCM KPI Dashboard, HR Executive Dashboard and Productivity Dashboard. Kishan impressed the team with the quality of his delivery, and this, along with his enthusiasm for learning new skills, makes him an asset for the team and Evosys both.

### Mayur Sakariya (Lead Technical Consultant)



Mayur was a key part of the BI version upgrade of this program. Using his considerable experience and subject expertise, he performed the upgrade very smoothly whilst simultaneously managing the off-shore team. His guiding hand and knowledge helped the team greatly.

### Parkhi Kumar (Business Analyst)



Parkhi's part of the program was the Business Glossary Definitions project. Using the iServer tool and TOGAF framework for enterprise level documentation was new to Evosys. Parkhi learned how to use the new tool and understood the BI project terminology very quickly. Throughout the duration of the project, she lived up to high expectations and was helpful to her teammates with her sound knowledge of the Healthcare domain.

### Vivek Shah & Taher Jariwala (ERP Project Manager & SCM Expertise)



Due to the complexity of the source data and KPI definitions, it was a real challenge to fulfil SEHA's requirements for Supply Change Analytics. However, Vivek's sound knowledge of SCM and excellent consulting skills simplified things for the BI Team. Together, Vivek and Taher created a great rapport with the client and earned their trust. SEHA is now using the BI tool extensively and is delighted with Evosys for bringing in the project successfully.

## Program Manager's Message

"SEHA started their BI program with Evosys in year 2012 with one dashboard implementation. Himanshu Khatri was BI lead at that time and client was so happy with delivery of project that SEHA BI program became flagship implementation program not only for SEHA but also for Evosys BI practice. Over the last five years, BI team has delivered many innovative and first of its kind dashboard solutions that it was recognized by Oracle and also by other Healthcare users globally.

"In my opinion key success factor for this project is Evosys team's understanding of HIS data in conjunction with ERP Financial/HR data and visualize potential use of KPI by business."



## Client Testimonial

We would like to acknowledge the diligence and dedication demonstrated by Evosys team during the ED Project. We have all noticed the enthusiasm and extra efforts put during this month and last month to achieve the project timeline.

We appreciate the opportunity to work with Evosys team and we are looking forward to work with you again in future projects.

**Ms. Hadeel Attallah**  
(Project Manager, SEHA)

I just wanted to express my thanks to Evosys team and especially Narahari for the continued support and advice we've received whilst building our HR Dashboards.

The Dashboards are having a positive impact on our in daily work and we look forward to developing our HR capabilities as a result.

**Mr. Paul Martin**  
(Corporate HR Business Partner, SEHA)