

Keane Client Story:

**Industry:** Healthcare and Life Sciences

**Offering:** EPM/GRCI SAP BusinessObjects Planning and Consolidation System Upgrade



# Keane's Upgrade Results in Budgeting Solution Turnaround for Healthcare Provider

Keane leveraged an upgrade to build user support and bring the advanced capabilities and functionality of SAP BusinessObjects Planning and Consolidation to Healthcare Provider.

## Abstract

Keane was engaged to upgrade this healthcare provider's SAP BusinessObjects Planning and Consolidation (BPC) solution from version 4.3 to 5.1.

However, the previous non-Keane implementation resulted in low end user support and left its finance department questioning the future viability of SAP BPC. Implementing best practices, leveraging new features, rewriting many calculations, and providing customized end user training resulted in a more flexible and scalable budgeting system and a supportive and empowered user community.

## Challenge

Holding down costs, consolidating other providers within the system, and offering a complete continuum of care are the cornerstones of our client's strategy. To accomplish this requires

best-in-class budgeting and cost controls. Best practices and lessons learned had not been used during its initial SAP BPC implementation. As a result, the budgeting system was very complex and difficult for administrators to maintain. The solution was also not easily adaptable to the changing requirements of the organization as it incorporated additional healthcare providers. In addition, the previous implementation had resulted in a lack of confidence in the data by end users and the budget administrator. Finally, the migration to the latest version of SAP BPC had to be completed under an aggressive timeline in order for the system to be ready for the 2010 budget cycle.

## Solution

In addition to upgrading SAP BPC from version 4.3 to 5.1, Keane performed an application review and performance

**"Since we started using [this team] our appetite for continuing with the SAP BPC product and growing the application has been reignited. [The team] was able to address the issues and make the application more scalable. It is great to have effective and high caliber support in today's business environment".**

Manager of Budget and Business Performance, Healthcare Provider

## Application and Infrastructure Solutions

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assessment. As a result of this review, our client's solution was adjusted to implement best practices, take advantage of new features of the latest version of SAP BPC, and ensure enhanced flexibility and scalability as the organization continued to expand through consolidation. In addition, a series of customized training sessions were held onsite to ramp up the new system administrators and empower power users by teaching them SAP BPC's EVDRE reporting framework. This opened the eyes of the finance team concerning the benefits and functionality of the system and transformed the user community from challengers to champions of the system. The new version also better positioned our client for future enhancements and modernization.

The migration was successfully completed due to Keane's customized implementation approach based upon the SAP ASAP methodology, and incorporating its own tools, programs, templates, and best practices developed from over 40 years of enterprise development experience.

## Results

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The upgraded system was successfully implemented within the aggressive timeframe and in time for the 2010 budget cycle. The new system was far easier to consolidate and better able to incorporate acquired healthcare providers. The application review and performance assessment led to both structural and process changes that

dramatically improved the efficiency of the budgeting application. More specifically, our client realized the following benefits:

- » **More stability, flexibility and scalability:** A legacy solution, which was difficult for administrators to maintain, was migrated to an up-to-date solution.
- » **More time for budgeting:** Decreasing the time required for system maintenance allowed more time to support end users and focus on the actual budgeting.
- » **Client became a system champion:** With the support of the entire Keane team, our client's administrators gained confidence in SAP BPC and became self-sufficient in not only the maintenance of their application but also in the development of additional application reports and input schedules.
- » **Faster calculations:** Many calculations were rewritten for added flexibility and easier maintenance.
- » **Users were empowered:** Administrators and power users were empowered to convert existing reports and input schedules with minimal support required from Keane.
- » **Better positioned for the future:** The solution is better positioned to add more capabilities and migrate to future versions of SAP BPC.

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## Why Keane?

- » **Experience:** Our 40 plus years of delivering enterprise application solutions ensures superior customer service to global customers.
- » **ShoreWise Adaptive Delivery<sup>SM</sup>:** The smartest combination of resources and locations to meet your changing needs.
- » **GAAP and IFRS Compliance:** Ensures that your organization meets and maintains globally accepted accounting standards.
- » **Post Go-Live Support:** Comprehensive post go-live support packages tailored to meet your needs.
- » **Hosted EPM Solutions:** Full solution hosting with managed 24x7 support and administrative services.

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## About Keane

Keane, an NTT DATA Company, is an IT services firm headquartered in the US with more than 12,500 professionals worldwide. For 45 years, Keane has been an Application Services specialist with distinguished project management credentials. Today, we offer a flagship suite of Application Services, as well as Infrastructure and Business Process Outsourcing solutions delivered through onsite, nearshore, and offshore resources.

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