**CASE STUDY**

# Infinite MDM

**complete medical products information in one place**

**Aster DM Healthcare -** how Infinite Master Data Management has helped the global healthcare group to improve the supply chain, data visibility and transparency for its employees by providing an automated process of managing masters' information

## About company

**Aster**
We'll Treat You Well

**Aster DM Healthcare**
**Industry:** Healthcare
**Country:** UAE

www.asterdmhealthcare.com

Currently one of the largest and fastest growing conglomerates in the MENA region, Aster DM Healthcare covers the full spectrum of healthcare services. An expansive portfolio includes hospitals and clinics, pharmacies, diagnostic centres, educational institutions, healthcare management and healthcare support systems.

| 19,657 employees | 366+ medical establishments | 7 countries |
| --- | --- | --- |

Headquartered in Dubai, the Aster DM network now encompasses more than 19,657 employees (Doctors, Nurses, Others) with JCI accredited clinics and diagnostic centres. Owner of more than 366 medical establishments, including 27 hospitals, 115 clinics and 223 pharmacies in 7 countries and growing.

## Background – challenges

- Processing data manually from multiple sources, making the process lengthy and costly, not error free at the same time

- Multiple entries of the same items, causing issues with procurement and stocks management

- Typo mistakes in items names causing problems while placing and order and impacting stocks visibility

- Lack of visibility in the approval process while new items are created or updated

- Manual approval process, involving actors from different departments, leading to slower order – to – deliver cycle

## Recommended solutions

Considering the client's processes, complexity related to different items/services policy per country, as also the necessity of acting fast (as products are used in the healthcare sector) needs, both parties decided to implement Infinite MDM solution, fully integrated with client's central systems (ERPs). The platform helped to automate the supply chain and procurement processes by cleaning and integrating the data collected from the multiple sources.

> Identifying master data is only the first step in the challenge of putting it to work effectively. Proper implementation of master data components—such as data standards, governance, organization, processes, and technology —is the key to address the challenges and achieve seamless data flow.
>
> - says Lukasz Spirala Infinite IT Solutions DMCC - GCC Area Manager

Infinite MDM as a SaaS platform available 24/7 supports the daily work of the Aster managers and medical staff at various locations Whether in a doctor's office, on the ward, or in the operating theater or laboratory. It is very important for them to use software which allows them to perform required actions within a few clicks, giving full visibility of the process. The system can be used everywhere from various mobile devices, enabling doctors to access pharmaceuticals' complete information. It makes the whole process more efficient and shorter. Thanks to instant ordering, full and accurate products' information, data validation, duplicates elimination, intuitive and dynamic search, procure-to-delivery is faster and reduces operational costs.

## The advantages of the solution

- No duplicated data
- Quick and easy to use
- User friendly – intuitive dashboard
- All essential data in one place
- Data security
- Flexibility
- Platform scalability

- Managing future data enrichment in a robust and faster way
- Improve data quality for customers and employers
- Different data models for various specifications as per business (medical Staff, Aster managers)
- Easy edit for Master data through MDM data platform
- Data transparency
- Global project with regional touch

## Functionalities

- Preview of documents history modification and changes
- Advanced search
- Fully configurable and dynamic order page
- Intuitive user interface
- Multi-roles management
- Data analytics
- Preview of patient data: health condition on a given day, preview of vital parameters, access to tests performer
- Automated data validation
- Documents can be completed independently by a particular staff group
- In-built autosave mechanisms and backup solution for all documents High data quality and transparency of an approval process
- Adjustments to the regional products' availability
- Ordered process of adding new product
- Adjusted to local tax requirements
- Availability of relevant medical data defined by a physician

## Conclusions from implementation

The use of Infinite MDM has ensured full digitalisation of masters (products and services) management. Improved data visibility and maintenance capabilities that reduced data duplications and inconsistencies throughout the enterprise can lead to increased data quality. The system enables doctors' orders to be transferred to the relevant hospital units, or external business partners. Now product search takes a second.

## Implementation in numbers

**70%** faster ordering process

**3x** increased effectiveness of cooperation with medical institutions

**80%** increase in user satisfaction with the new system

**40** specialists worked on the implementation

# Advantages for medical staff

- Constant access to product full information including latest data
- 360-degree view of products/services lifespan
- Quick and simple process of new pharmaceuticals orders
- Product database available anywhere, anytime
- No risk of mistake – multilevel validation
- Dynamic, intuitive search
- No duplicated data
- Reminders to the concern users, helping to act when needed
- Supporting various location to items availability and delivery

# Areas of using



Hospitals



Outpatients clinics



Doctors office



Wards

# Advantages for Aster managers and IT staff

- Control of access to data and resources
- Quick and easy verification of orders from medical Staff
- Real time error detection

# Key benefits



shortening of time of all processes



central platform with intuitive form fields



no duplicate data and errors