

ProcessGene™ – Healthcare Industry Case-Study

Clalit Health Services



World's Second Largest HMO Uses ProcessGene™ for SAP Implementation and Business Process Improvement

"We completed end-to-end ERP process modeling, covering the entire scope of our SAP solution. Thanks to ProcessGene's ease of use, Clalit's business users were able to capture and document ERP implementation components with a minimal expenditure on professional services."

Ron Shafir, head of ERP board, Clalit Health Services

■ Customer Profile

Clalit Health Services is the world's second largest health management provider with 16 hospitals, hospitals, 39 imaging centers, 1,400 clinics, 400 pharmacies, 37 children's health centers and 32 women's health centers.

■ Business Situation

Clalit's ERP project includes the implementation of three main SAP modules: finance, supply chain management, and human capital management, at a cost of approximately 30 million dollars. The project was designed to replace outdated legacy systems and to adopt an integrated organizational solution. Two world-class solution integrators managed the project: IBM BCS directed the implementation end, and EDS(HP), the integration portion. Twenty integration teams took responsibility for Clalit's various operational areas. One of the implementation's main challenges was managing a complex collaborative business process modeling effort, aiming to achieve a high level of fit between Clalit's required business operations and the corresponding SAP solutions.

■ ProcessGene's Solution

The ProcessGene™ solution allowed for bi-lateral connectivity between Clalit's process modeling environment and the execution layer of the SAP ERP suite. Each of Clalit's implementation teams functioned as a "process modeling workgroup" responsible for capturing implementation data and connecting it to the ERP system. The Combination of ProcessGene's solutions and methodology has enabled an accelerated completion of the content accumulation, while maintaining a clear connectivity to the SAP system. The project was successfully carried out by Clalit personnel, without no expenditure on dedicated professional services.

■ Benefits

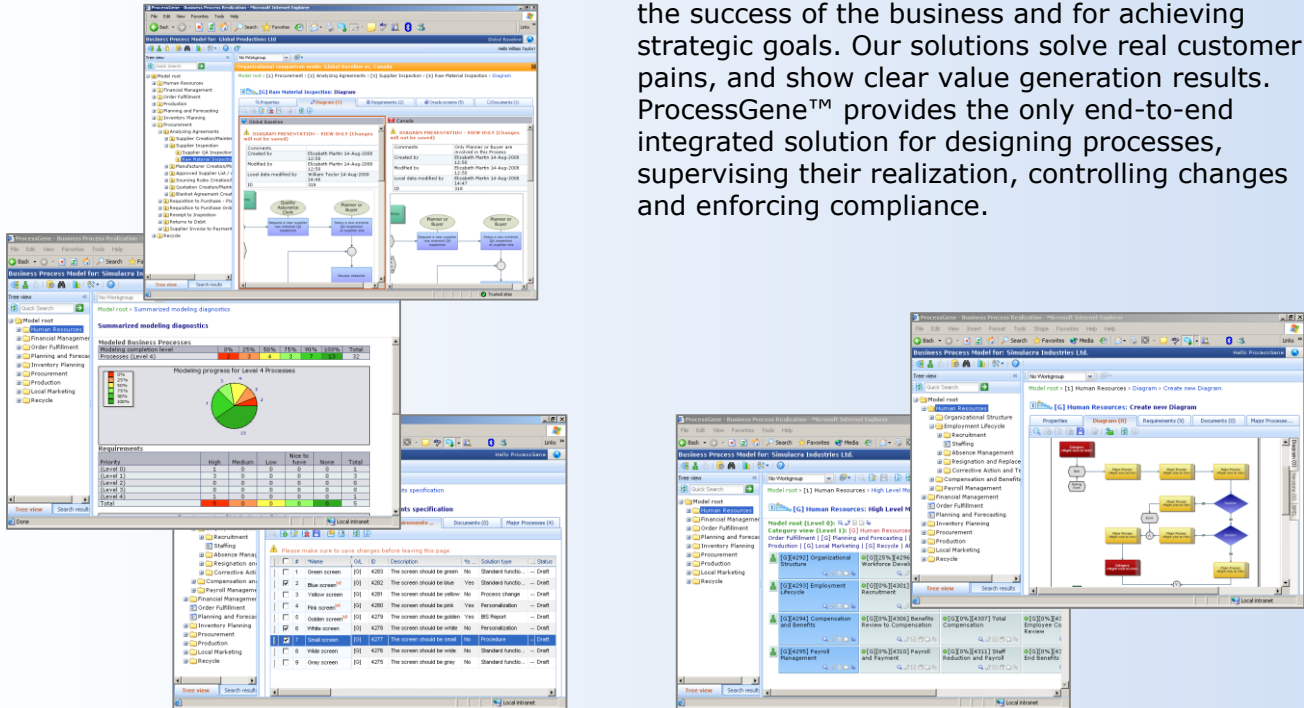
- ✓ Establishing a common organizational terminology and hierarchy for business processes.
- ✓ High level of correlation between user requirements and the actual ERP implementation.
- ✓ Clear visibility between the business processes and the supporting ERP system.
- ✓ Capability to re-use the business process baseline for ERP rollouts and upgrades.
- ✓ Retention of organizational knowledge in a usable format for future upgrades and rollout.



The ProcessGene™ Vision

ProcessGene™ is the industry leader in Business Process Realization

ProcessGene™ has been continuously innovating products and solutions in the field of Business Process Realization. We believe that business process innovation and excellence are crucial for the success of the business and for achieving strategic goals. Our solutions solve real customer pains, and show clear value generation results. ProcessGene™ provides the only end-to-end integrated solution for designing processes, supervising their realization, controlling changes and enforcing compliance.



Committed to Deliver the Industry's Leading Business Process Realization System

Thanks to our unique expertise, we have been privileged to provide superior solutions to world leading organizations and be part of a thrilling global industry. Our executive team is committed to continue the translation of ProcessGene's scientific innovation into outstanding product and business achievements.

Dr. Avi Wasser, Executive Director, ProcessGene™ Ltd.

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