GSTEP
business intelligence

CASE
STUDY

Luz Saúde Group entrusts GSTEP with data integration

The technological and data analysis needs of a hospital are not to be taken lightly. This is even more the case when a large organisation is concerned, such as the Luz Saúde Group, a leading private healthcare group operating in Portugal. GSTEP was the company selected by the Luz Saúde Group to implement a complete new-generation Business Intelligence solution.

" Although we had already implemented a few Business Intelligence projects, including BI projects based on Oracle technologies, we felt the need to take a step forward and implement a platform that would provide a global insight into our operations and enable us to meet future challenges and create added value within each hospital," revealed David Vieira, Information Technologies and Systems Manager at the Luz Saúde Group. "

LUZ SAÚDE

The Challenge
The Luz Saúde Group felt the need to better analyse business indicators and gain a global insight into its operations, namely through the collection, analysis, transformation, monitoring and sharing of data from each hospital, in order to support the decision-making process, improve the services provided to patients and fulfil its contractual obligations.

Additionally, the healthcare group was burdened with an ever increasing amount of data waiting to be analysed. In this sense, it became urgent to implement a solution that would be able to process data from several sources, in an integrated, standardised manner, in order to create added value, ensure continuous improvement and meet business requirements in near real time.

The Solution
Based on Oracle technologies, the solution found to best meet the needs of the Luz Saúde Group comprises several components, including the following:
- Oracle Warehouse Builder, a data integration solution based on DWs, which uses source system replicas.
- Oracle PL/SQL, a solution able to perform data extraction, transformation and integration operations based on a wide range of business rules.
- Oracle GoldenGate, a real-time data replication solution.
- Oracle TimesTen, an in-memory database that allows for a faster, more efficient response.

- Oracle Business Intelligence Enterprise Edition 11g, a Business Intelligence and Analytics platform that includes a vast variety of features, such as interactive dashboards, ad hoc queries, mobile analytics, alerts and notifications, corporate and financial reporting, actionable intelligence via business process invocation, and data sharing and distribution.
- Solutions based on two different machines: Exadata, a DB platform able to perform data extraction, transformation and loading operations; and Exalytics, which delivers an excellent in-memory analytics performance.

With about 30 frequent users, this GSTEP solution was not easy to implement. «Implementation was difficult, even more so due to the need to open the Beatriz Ângelo Hospital, in 2012. Nevertheless, the team was able to meet the many challenges it encountered throughout the process,» explained David Vieira.

«Currently in its fourth year, the project is at its maintenance and upgrading stage, with new areas being introduced. Having already consisted of 14 members, the team currently comprises nine professionals, including six GSTEP employees,» added the manager.

Results

The solution implemented by GSTEP offers a wide range of benefits, of which the most significant include the following:
- Increased constructive data analysis capacity and speed
- Ability to efficiently fulfil contractual obligations and audit requirements
- Consolidation and quality assurance regarding the support provided to the decision-making process, using an analytical structure as the single point of truth
- Integration of data from different sources (hospitals)
- Continuous technological evolution, possible expansion of the data analytics scope to include other healthcare areas and possible use of late-binding techniques in order to build "what if" scenarios and potentiate predictive analytics

«We are very pleased with GSTEP's work, as is evidenced by our ongoing partnership with this company. In fact, GSTEP has demonstrated its profound knowledge of the solution and allowed us to meet our goals», affirmed David Vieira.

Key Figures

Sector: Health
Product: Oracle Warehouse Builder
Key figures:
- 900 Oracle Warehouse Builder mappings
- 400 reports produced
- 3 reports supporting the Management Agreement with ARSLVT
- 9 professionals involved

About
Luz Saúde

Founded in 2000, Luz Saúde is one of the largest and most profitable healthcare groups in Portugal. The Group runs 18 healthcare units (including eight private hospitals, an NHS hospital operated by the Luz Saúde Group through a public-private partnership (PPP), seven private outpatient clinics and two nursing homes) and operates in the North, Centre and Centre-South of Portugal. For additional information, visit **www.luzsaude.pt**

About
GSTEP

GSTEP specialises in Business Intelligence (BI) and Enterprise Performance Management (EPM), boasting in-depth knowledge and extensive experience in a wide range of technologies. Employing a highly qualified senior team comprising dozens of certified technicians in a vast variety of BI and EPM technologies, GSTEP is a leading company in Portugal, Europe, African and Middle Eastern. For additional information, visit **www.gstep.pt**.

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