SAP S/4HANA for a hospital group

Ategris uses a new SAP paradigm to streamline its processes

Reference project:

ATEGRIS

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Dr. Martin Kuhrau, CIO, Ategris GmbH

Ategris GmbH is a healthcare service provider in the Mülheim/Oberhausen region of Germany. It supports people in all phases of life – from birth into old age – through a full range of facilities. They include the medical care center (MVZ) in Mülheim, four inpatient care facilities, an educational institute, a vocational school, a rehabilitation and physiotherapy facility, various service providers, and two hospitals: EKO and EKM, the Protestant hospitals in Oberhausen and Mülheim. It is important for these Christian hospitals to diagnose and attend to people holistically. The two acute-care hospitals have more than 1,000 beds and employ a staff of around 2,000. They provide inpatient care to more than 40,000 people annually, in addition to more than 100,000 people who receive outpatient treatment.

The hospitals and other facilities believe it is essential to give their patients the best possible care. This isn't limited to highly qualified, professional employees with a good bedside manner; seamless IT support for both clinical and business processes is also crucial. To achieve this, Ategris uses the core SAP solution along with the SAP IS-H industry solution for patient billing and iMedOne® for the clinical processes. A small in-house team runs the healthcare provider's SAP systems.

At a glance

- End of support for SAP ECC: changeover to SAP S/4HANA
- Lack of in-house SAP S/4HANA expertise
- The transformation included cleansing the process landscape
- Agile concept for the SAP S/4HANA implementation: successive implementation together with managers from Ategris' IT and specialist departments
- Advice on business processes
- "Return to standard", based on SAP best practices and modifications from years of T-Systems' experience with SAP implementation and operations for hospitals
- Integration of SAP S/4HANA and continue to use SAP IS-H in a two-system scenario (sidecar)
- Standardized process landscape
- Improved user experience through Fiori apps and simplified processes
- Access to extensive SAP expertise
- Specific SAP template for hospitals developed by T-Systems, with initial trials and enhancements in the project
- With 30 years of experience with SAP systems for hospital management and a specific template, T-Systems ensures a smooth transition to SAP S/4HANA

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Reference in detail

◎ Customer pain points

"Our SAP system was a bit long in the tooth and underwent many changes over the years," says Ategris CIO Dr. Martin Kuhrau, describing the initial situation. "Facing the end of SAP support for R/3 and ECC 6.0 and the end of life of the IS-H solution in late 2030, we had to rethink our SAP strategy." After a preliminary project together with SAP, the SAP team at Ategris decided to stick with SAP and dive into the new world of SAP S/4HANA with a greenfield approach. SAP IS-H was to be kept initially, as a sidecar system. Ategris sought a partner who could manage a risk-minimized transformation from SAP R/3 to SAP S/4HANA – and commissioned T-Systems for it.

💡 How T-Systems solved it

The decision for a greenfield approach meant that Ategris intended to seize the opportunity to standardize its processes as part of the transformation. To this end, T-Systems presented an agile concept that won over the customer's SAP team. In an agile project, SAP S/4HANA was successively implemented and tested, with the close involvement of the business administrators and IT managers.

First, T-Systems analyzed the current situation to record the hospital business processes and check whether they could be mapped with preconfigured, best-practice solutions. The new process landscape was explained to the business managers during a process consulting session. "On the whole, we found that there were no issues with resetting the processes to the SAP S/4HANA standard," says André Bennewitz, Senior Sales Consultant at T-Systems.

The customer and vendor records in the legacy system were transformed into the new business partner data model. T-Systems then integrated the new SAP S/4HANA system with the IS-H solution, which continued to be used in a two-system (sidecar) scenario.

T-Systems used a proprietary SAP template for hospitals in the project, which was finetuned as a blueprint for other projects as work progressed. As a result, the foundation for a lean, standardized migration process from SAP ECC to SAP S/4HANA was created and tested in practice for other hospital customers in Germany.

☆ Business impact

"T-Systems impressively demonstrated their expertise with SAP S/4HANA implementation in the hospital environment," summarizes Dr. Martin Kuhrau, "which is why we decided to sign a support agreement, to secure this expertise in the long term." Under this agreement, T-Systems provides expert advice and manages the applications. Some users of the SAP system have already come to appreciate the new Fiori UI and are working with it productively. At the same time, the established SAP GUI remains available for long-time users.

The greenfield approach enabled Ategris to decisively simplify its process landscape, with clear benefits for managing the SAP environment. It also keeps all options open for the healthcare provider. "With our SAP reset, we now have a forward-looking platform. In the next step, we will be able to plan how to map the SAP IS-H functions for the future," says Dr. Kuhrau.

Ategris isn't the only organization to benefit: the tried and tested template from T-Systems, which was developed over the course of the project, will make it much easier for hospitals of the same size to upgrade to SAP S/4HANA. Transformation projects will speed up significantly. With 30 years of experience with SAP systems for hospital management and a specific template, T-Systems ensured a smooth transition to SAP S/4HANA for Ategris.

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