OPTIMISED DATA MANAGEMENT AND NEAR REAL-TIME INFORMATION

Acuma helped a public ambulance service to develop a data warehouse and integrate crucial applications to provide faster and efficient service.

acuma
A SAKSOFT COMPANY
IVM

CLIENT OVERVIEW

As the frontline of the NHS in Scotland and with over 4500 members of staff, our Client provides an emergency ambulance service to a population of over 5 million people serving all of the nation's mainland and island communities. The Patient Transport Service undertakes over 1.3 million journeys every year. It provides care for patients who need support to reach their healthcare appointments due to their medical and mobility needs.

Client
A government agency

Industry
Public Sector

Service Offering
Business Intelligence and Data Management

Business Challenge

The Client's existing system was disparate and getting near real-time data seemed to be challenging. Because of the dissociated systems, the client faced difficulty to respond quickly to emergencies, maintain the clinical best practices etc. The Client also looked for customised analytics and detailed reporting for better operations management.

Business Solution

Acuma designed and developed a Data Warehouse based on Microsoft SQL Server. This is populated with data from three different Command & Control systems and a Clinical Assessment system (collects data generated from tablets, PCs etc. carried by paramedics to record clinical data such as vital signs, treatments administered etc.). The data warehouse is loaded using Extraction, Transformation and Loading (ETL), developed using SAP BusinessObjects Data Services. A "lite" version of the environment is updated every 5 minutes to give managers near real-time performance statistics. BusinessObjects Web Intelligence is implemented to access advanced analytics and create reports. The Client's in-house team were given sufficient training, workshops for optimum utilisation of the new system and to leverage maximum output.

Business Benefits

- A well-integrated, optimised system with 15% faster response time

- 40% quicker response to emergencies using customised analytics

- 20% more improved clinical procedures through the integration of clinical data with performance data

- Quick identification of data quality issues and elimination of data corruption

Acuma built a new data warehouse and integrated with four other major systems to provide optimised Data Management and Business Intelligence solution.