

Vanderbilt University Medical Center

EDGEWATER
RANZAL

The Company

Vanderbilt University Medical Center (VUMC) is a comprehensive healthcare facility dedicated to patient care, research, and biomedical education. Its reputation for excellence in each of these areas has made Vanderbilt a major patient referral center for the Mid-South. With hospitals, clinics, and physician practices in over 31 counties in Tennessee and Kentucky, many people throughout the Southeast choose Vanderbilt for their health care needs. Last year, more than \$450 million in scientific and medical research was received, and Vanderbilt provided over \$371 million in uncompensated and charity patient care. They employ more than 21,000 people, and currently hold the world record for the most vaccines given in an 8-hour period. Vanderbilt's mission is to advance health and wellness through preeminent programs in patient care, education, and research.

Client's Needs

Enterprise Performance Management (EPM) and Business Intelligence (BI) solutions solve an array of business problems and maximize the effectiveness of strategic, operational, and financial management processes. These Business Analytics solutions are often comprised of software products that work in tandem to provide organizations with the data needed to analyze their business and make decisions that lead to corporate growth and success. These systems require regular updates, usually accomplished by developing processes that automate many of these related tasks. However, changing business needs, new report requirements, changing systems, and version upgrades are all things that require manual labor in order to execute.

After Ranzal completed an HFM (Hyperion Financial Management) and Essbase (Hyperion Essbase) implementation at Vanderbilt, the client wanted to ensure that they had the necessary support to manage the tasks associated with updating and maintaining their Oracle EPM infrastructure and application needs.

Benefits Realized

With a formal support arrangement in place, Vanderbilt now has a functioning, well-maintained system that is efficiently updated with new issues being resolved in a timely manner. Ranzal's team of experts possesses the skills needed to support Vanderbilt's complex application needs, which reduce the need for Vanderbilt to hire additional staff to support their EPM applications. A customized account management program provides remote service support from 8AM – 8PM for support requests. When their initial 12-month agreement matured, Vanderbilt renewed it for another 12 months because of the value gained by the services provided.

Edgewater Ranzal's Solution

Edgewater Ranzal provides clients with a number of tiered service offerings in order to help ensure that a live system runs smoothly and efficiently after the initial implementation of a solution is completed. Understandably, many organizations lack the time, resources, and knowledge needed to provide on-going system support for an EPM solution. After forming a solid partnership during the implementation of HFM and Essbase, Vanderbilt chose Ranzal's team of experts to provide support services for their complex needs associated with an EPMA enabled HFM and Essbase application.