



COOPER HEALTH SYSTEM

HEALING BUDGETING PAINS WITH RELIABLE FINANCIAL DATA

QUICK FACTS

Industry
Healthcare

Revenue
US\$667 million

Employees
5,284

Headquarters
Camden, New Jersey

Web Site
www.cooperhealth.org

SAP® Solutions and Services
SAP® BusinessObjects™ Planning and Consolidation application, version for the Microsoft platform

Implementation Partner
Aster Group Inc.

Key Challenges

- Improve transparency and control of budgeting and reporting processes
- Enhance visibility into performance
- Increase data entry efficiency and accuracy
- Encourage departmental accountability for budgeting process
- Automate reporting processes to support analysis and information sharing
- Restrict data access to authorized users

Implementation Best Practices

- Adopted aggressive deployment schedule
- Deployed software in phases to smooth user transition from old system
- Involved Cooper personnel in project using task-oriented approach
- Received comprehensive knowledge transfer from Aster Group
- Trained superusers

Financial and Strategic Benefits

- Created a single source of truth for financial data
- Improved financial control through tighter integration with budgeting data
- Streamlined budgeting process
- Enhanced analytics capabilities by reducing time spent compiling data
- Increased efficiency by transferring budget responsibility to departments
- Formalized reporting process across entire health system organization
- Increased accuracy and availability of data

Why SAP Was Selected

- Usability key for nontechnical users
- Scalable solution expands to meet evolving hospital and user needs
- Comprehensive functionality
- Easy integration with legacy payroll and financial software
- Recommendations from industry peers
- Low software maintenance requirements
- Partnership with Aster Group

Low Total Cost of Ownership

- Worked with Aster Group for 6 months to perform implementation
- Reduced required IT support by 1 FTE
- Completed implementation on schedule and within budget
- Consolidated reporting functionality for 150 departments
- Adopted software organization-wide, due to familiar Microsoft Excel-based interface

Operational Benefits

- Reduced time spent performing consolidations by 8 hours per month
- Slashed time spent reconciling data by 8 hours per month
- Centralized secure access to budget data by authorized personnel only
- Increased data timeliness and accuracy
- Automated reporting process for savings of 16 hours per month
- Boosted departmental accountability for budgeting process
- Deployed budgeting down to employee level

With more than 550 physicians and a network of comprehensive services, Cooper Health System provides patient care, medical education, and clinical research throughout southern New Jersey and the Delaware Valley. To enhance corporate performance management in budgeting, reporting, and data security, Cooper deployed SAP® software. In just six months, Cooper automated its manual budgeting and reporting tools, creating dramatic time and cost savings while boosting data reliability.

“With the SAP software, there is no question about data reliability. We can pull information together on the fly now and do further analysis much more quickly.”

Tom Cooper, Controller, Cooper Health System

www.sap.com/contactsap

Rx for Success

What's the prescription for becoming – and remaining – a financially vigorous healthcare provider? Compassionate care and leading-edge medical services are essential, yet providers also need to carefully budget and monitor their expenses. For Cooper Health System, SAP® software provided just the right medicine.

Founded in 1887 as a hospital for the indigent population of Camden, New Jersey, Cooper is now a leading non-profit healthcare organization that provides comprehensive health services, medical education, and clinical research.

A renewed focus on corporate performance management highlighted problems with Cooper's manually intensive budgeting and reporting processes. Because department heads used Microsoft Excel spreadsheets and a Microsoft Access database, budgeting processes were labor intensive, error prone, and time consuming. “Each of the organization's 150 departments had its own queries,” says Jim Whalen, director of disbursements at Cooper. “If you wanted to change one thing on a report, you had to do it 150 times. It was frustrating.”

What's more, creating reports to support decision making was a complex, lengthy process, and the data generated on those reports was frequently

suspect. The organization needed a business solution that would help improve the transparency and accuracy of its budgeting and reporting processes, enhancing corporate visibility and performance. After considering solutions from SAP and Hyperion, Cooper chose the SAP BusinessObjects™ Planning and Consolidation application – the version for the Microsoft platform. Highly recommended by industry colleagues, the software was deployed by Aster Group Inc., an SAP partner.

Healing Data Aches and Pains

The Cooper–Aster Group deployment team implemented the software, redesigned processes, and trained users – all in a few short months. Project-oriented training processes helped Aster Group efficiently transfer knowledge to team members from Cooper.

With the new SAP software, Cooper automated and streamlined the budget consolidation and report generation processes. Each department is now responsible for budgeting its own staff and nonsalary expenses, which has increased accountability for expenses. Security features ensure that only authorized users can access data and only their own department's data.

Cooper consolidated its reporting functionality for all departments and enhanced its analytics capabilities. Now Cooper has a single source of data for the entire

organization, with increased data timeliness and accuracy. Tighter integration between budgeting data and payroll systems is helping to improve financial control.

Financial Health: In the Pink

Looking forward, Cooper expects to continue expanding its use of SAP BusinessObjects Planning and Consolidation. Future plans including creating dashboard views for senior management and new business process flows. The team also plans to build procedures and charge codes into the budget. With additional experience, Cooper may even use the software to track capital projects and revenues.

“We like the SAP software because it is flexible and has the ability to grow with us,” says Tom Cooper, controller for Cooper. “Our goal for this year was to improve the worksheets and make data gathering more efficient. We have done a great job so far. Now we are ready to take the next step.”

Implementation Partner

Aster Group is a business and technology consulting firm specializing in enterprise performance management. It is dedicated to improving organizational operations by leveraging a combination of process improvements, technology, and best practices.



aster group™

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