



ORBIS HEALTHCARE

WEB SERVICE LINKS SAP® ERP HCM WITH WORKFORCE MANAGEMENT FOR SHIFT PLANNING

“Using SAP ERP HCM in conjunction with the Harmony application, we can plan more carefully and utilize our human resources and talent more effectively.”

Mirella Bouweriks, Director of Human Resources, Orbis Healthcare Group

QUICK FACTS

Company

- Name: Orbis Healthcare Group
- Headquarters: Sittard, the Netherlands
- Industry: Healthcare
- Products and services: Hospital, psychiatric institute, nursing homes, hospice, home healthcare services
- Employees: 6,300
- Web site: www.orbisconcern.nl
- Implementation partners: SAP® Consulting, ORTEC (Gouda, the Netherlands)

Challenges and Opportunities

- Ensure continued efficiencies in spite of a shrinking workforce in the Netherlands
- Plan department schedules more effectively
- Optimize use of workforce and talent

Objectives

Link the SAP ERP Human Capital Management (SAP ERP HCM) solution with non-SAP software for workforce management

SAP Solutions and Services

- SAP ERP HCM
- SAP NetWeaver® technology platform

Implementation Highlights

- Excellent collaboration between ORTEC and SAP
- Origins in community definition group and in the Enterprise Services Community program launched by SAP

Why SAP

- Integration with non-SAP software
- Service-oriented architecture

Benefits

- Enabled 6 planners to do the work of 85
- Enabled planners to create shift schedules 50% faster
- Reduced costs from overscheduling workers by an average of 2.5%
- Eliminated manual data entry, lowered error rates, and accelerated data transfer
- Improved employee satisfaction via transparency of new planning process, Web access to schedules, and ability to match hours to payroll stubs to validate compensation

Existing Environment

Manual methods and Microsoft Excel-based spreadsheets

Third-Party Integration

- Database: Microsoft SQL Server
- Hardware: HP Compaq
- Operating system: Microsoft Windows



Orbis Healthcare Group needed a better way to schedule its workforce. Eighty-five department heads, nurses, and secretaries were taking time out from their jobs to generate monthly shift plans with handwritten notes and Microsoft Excel spreadsheets. Orbis found the answer in Web services, using the SAP NetWeaver® technology platform and service-oriented architecture to link the SAP® ERP Human Capital Management (SAP ERP HCM) solution with the ORTEC Harmony software for workforce management.

In just two weeks, SAP and ORTEC built a bidirectional Web service, which is now available as a reusable, SAP-certified interface for all customers. The Web service automatically transports SAP ERP HCM personnel information like contact data, skills, availability, and new-hire and sick-day updates, as well as capacity details of temporary workers into the Harmony application. Planners can then run simulations to optimize personnel deployment. Data on final shift plans and hours worked flow back to SAP ERP HCM for payroll processing.

The results have been striking: Six people now do all the planning. Shift schedules are built in 50% less time, and Orbis has the tools it needs to ensure the right number of staff members are assigned for each shift. In fact, the group has reduced costs due to overstaffing by an average of 2.5%. By introducing the Web service, Orbis has eliminated manual data entry, reduced error rates, and accelerated data transfer. And, employees are more satisfied – for example, they can access schedules via the group portal and match hours to payroll to validate their compensation.

“One of the biggest challenges in healthcare is a shrinking workforce, and there’s a shortage expected in the near future,” says Mirella Bouweriks, director of human resources at Orbis. “At the same time, the population is aging and placing more demands on healthcare organizations. We also have to operate more efficiently for market reasons. Using SAP ERP HCM in conjunction with the Harmony application, we can plan more carefully and utilize our human resources and talent more effectively.”

The payoff is big because the cost of human capital management is so high. “About 70% of Orbis’s costs are HR related,” Bouweriks says. “When you can make HR run more efficiently, the savings come quickly, and they are substantial.”

Integration a Must

Sittard, Netherlands-based Orbis was already using SAP ERP HCM for organizational modeling and payroll when it chose ORTEC’s software. ORTEC is one of the largest providers of advanced planning and optimization software

solutions. Its workforce scheduling software has functionality for capacity planning, shift scheduling, workstation assignment, and employee self-service, enabling planners to rapidly generate and manage shift rosters.

“ORTEC is the market leader in workforce scheduling in the Netherlands,” Bouweriks says. “Although we wanted to use its software, we also wanted to automate the exchange of information between department schedulers and HR. We realized we could do that by developing a Web service to link SAP ERP HCM and the Harmony software.”

Previously, departments not only developed their own schedules – they each did it differently. The schedules were then handed to HR and entered manually into the SAP software. “We did it the ‘Flintstones’ way,” Bouweriks says. “The process was time-consuming and resulted in a lot of errors. It was also very difficult to extract management information for comparing department schedules and costs. This significantly affected our ability to plan.”

SAP NetWeaver: The Foundation for Service-Oriented Architecture

ORTEC and SAP created the Web service that solved Orbis’s business need using the SAP NetWeaver technology platform. SAP NetWeaver is the enabling technical foundation for all SAP solutions and for service-oriented architecture. The Web service at Orbis was built using the SAP NetWeaver Process Integration offering, a native Web infrastructure that leverages open standards and supports multiple communication



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approaches. SAP NetWeaver Process Integration provides a central, common repository for interfaces, acting as an integration broker so organizations can collaborate across business processes and enterprise boundaries as well as SAP and non-SAP components.

Orbis initiated the Web service in a community definition group. These are focus groups for various industries within the Enterprise Services Community program launched by SAP. The program is a forum where SAP customers and solution providers – like ORTEC in the area of workforce management – collaborate with SAP to define enterprise services and business processes. Members of community definition groups interact directly with SAP developers and business analysts during the service-definition process and share ideas with

The Hospital and Healthcare Network of the Future

Orbis currently uses its new capability to plan shifts for 4,000 employees across its hospital and psychiatric institute. The group next plans to extend the shift-planning capability to its nursing homes, hospice, and home health-care network.

The initiative fits perfectly with the Orbis mission to build the hospital and health-care network of the future. “High tech and high touch” is the Orbis motto – effective use of state-of-the-art information and communication technology to provide high-quality personal service.

As an example, the new Orbis Medical Center in Sittard is widely considered the most innovative and sophisticated

“We want to be completely digitized and paperless,” Bouweriks says. “Information should be independent of place and time. With this Web service – linking SAP ERP HCM and ORTEC’s Harmony workforce management software – every department can plan and view shift information electronically.”

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their peers. Their business needs are packaged into services that use commonly accepted business components and objects to support a specific process.

“SAP and ORTEC were eager for a good result and worked together very smoothly,” Bouweriks says. “This makes it very good for the customer, because otherwise you’re always talking to two parties and trying to get them together. The collaboration between ORTEC and SAP was excellent.”

hospital in the Netherlands. There, electronic patient records form the backbone of the virtually paper-free organization; all patient records, both old and new, are digital. In every patient room, a bedside terminal helps ensure comfort – providing TV and Internet and intranet services. This virtual workplace also enables hospital personnel to retrieve patient records from any workstation via smart-card technology.

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