
Hyva's Custom Manufacturing ERP Software Makes Multi Specialty Hospital More Popular

The Client

The client aims to provide quick and excellent health care services to the public covering a wide range of areas that come under health Care.

The problems

The hospital faced a huge number of management issues

- There was a miscommunication between departments which led to disharmony within the organisation.
- It was extremely hard to revive a patient's data at any time which made the process inconvenient for both the patients and the managers.
- Data and records were not 100% error free since they were not all computerised.
- The safety of data, and such information could not be guaranteed either.
- Attendances and admissions and other such information were hard to record every day.
- They consumed space and energy.

Because of these problems the hospital was not able to offer anything new and establish itself.

Solution

Hyva IT Solutions came up with a customised manufacturing ERP solution that is apt for this context and meets all the needs of a hospital. This impacted the business significantly and increased the number of consumers.

Insight

The hospital had an alarmingly low number of people who stayed as regular consumers of the services. The hospital was just set up, so it did not have an established name as its competitors. Neither could it work on improving the quality of services offered or new innovative ideas to draw consumers because most of the energy and resources were spent on management.

After the initial surge of clients who came out of curiosity, there was a sudden drop in the number of people who came to the hospital. There was always a constant circulation of data and communication within and outside the organisation and admissions happening every day, every hour.

There were software systems to handle the data and perform different operations. But they were all separate and not integrated. So comparing, communicating and converting data, from one software to the other were all difficulties faced on a day to day basis.

Execution

Enterprise Resource Planning Software solution handles all the data that is circulated within an organisation, it integrates all the processes, streamlines operations and information flows of an organisation. Usually ERP software solutions are rigid and are applicable to only certain types of businesses.

Hyva's customised ERP Software solution allows an entire system to be created exactly according to the requirements of an organisation. Hyva designed an ERP solution that is apt for the daily requirements of the hospital. It took care of the entire management system; finance, patient bio data, doctor/department information, relationship management, circulation of data and communication.

There was one system operating everything and the software was web-based.

Result

The result was absolutely wonderful.

- Number of people recruited for handling data and management was decreased.
- Hospital could invest on hiring more doctors and health specialists who could offer better services.
- No data lost.
- No room for human error.
- Organisation could focus more on things like services and improving facilities that would make the hospital more popular and established.
- There was harmony within the organisation and this was reflected in the hospital work atmosphere.
- A patient could access his data anytime.
- Records and results could be sent through emails which made things highly convenient for both patients and managers

The reputation of the hospital increased within few months. More specialists, experts and well-known doctors agreed to work with the hospital. The number of clients increased. **The hospital could even open multiple branches around Bangalore.**