

# Healthcare on the Fast Track with Intalio | bpms

*Seven million Intalio|bpms process instances per year streamline healthcare supply procurement and delivery, and increase consumer confidence*



<b>Customer</b>	: Insiel ICT
<b>Industry</b>	: Public Administration and Healthcare IT
<b>Product</b>	: Intalio bpms
<b>Application</b>	: Healthcare Procurement Orchestration

## About Insiel ICT

Insiel ICT, based in the Friuli Venezia Giulia region of Italy, is a private company funded with public capital. The public/private status guides Insiel's mission to deliver IT services that Insiel designs, builds and manages on behalf of, and in collaboration with, the regional public administration. Insiel has 700 employees and an annual revenue of €94M.

Healthcare services in Italy are provided by the national healthcare system. Each region of the country is organized into "trusts" related to

the territory. Insiel covers four regional healthcare trusts, one research and care institute, one central services agency, and soon will add an another research and care institute.

In 2008, the regional healthcare authority contracted with Insiel to streamline and refine healthcare procurement for the regional healthcare system. The region's hospitals, clinics, and providers needed more reliable supply delivery. Insiel turned to Intalio|bpms to implement a solution.

**intalio | bpms**

*The Modern Way to  
Optimize Business Processes*

## The Business Challenge

Ensuring regional healthcare providers -- from physicians and clinics to nursing homes and hospitals -- have appropriate medical supplies to treat common ailments and unexpected injuries alike is critical to the functioning of local providers and the well-being of the 1.3M populace as whole. Different supplies come from different sources, and keeping track of multiple suppliers and

appropriate inventory is important -- and one physicians and caregivers just don't have time for. Insiel looked to support local healthcare better by implementing advanced procurement cycle management for the pharmaceuticals, medical supplies and related consumables coming from and going to various locations in the region.

*“ Residents of the Friuli Venezia Giulia Region in Italy enjoy a mutually beneficial relationship with Insiel. Insiel sought to further deepen that relationship by refining and streamlining the procurement methods by which local healthcare providers stocked needed supplies. Intalio|bpms provided the sophisticated tools integrate multiple systems and orchestrate the procurement cycle for higher efficiency and reliability. ”*

**Fernando Gumma**  
Intalio



## The Intalio Solution

Working with Intalio's engagement team, Insiel rerouted supplies for the region to single pole storage, management, and distribution of healthcare goods . Intalio|bpms orchestrates the interaction for several custom-built in-house third party systems and batch driven processes requiring high

performance and fault handling process management. The system was designed, developed and deployed starting in 2009, providing immediate impact to supply acquisition and distribution cycles in the region, and long term efficiencies in costs and increased consumer confidence in healthcare resources.

## Benefits

With Intalio|bpms, Insiel was able to implement supply orchestration processes that support healthcare services throughout the region.

Twenty five parent processes are integrated with seven third-party application flows for supplies for the region's four regional healthcare trusts, one research and care institute, one central services agency. These data flows are managed by a single central system that is the result of integrating several applications.

Since initial pilot deployment in 2009, Intalio|bpms manages 150K process instances per week -- over 7 million per year -- on a system managed by a small team.

Intalio|bpms orchestrates invoicing for twenty million items through the integration with Insiel's ERP System, allowing for more timely billing and payment.

Regional healthcare providers have the supplies they need when they need them.

Purchasing and distribution is faster, more efficient and more cost-effective, thus reducing overall operational costs.

Increased visibility into processes opens the door to process refinements as needed.

Residents -- the consumers of services -- have increased confidence in local healthcare resources.

*" Intalio|bpms made an impact immediately. That we can manage so many different products to multiple locations worth so many Euros -- and yet the system is managed by a small team -- is beyond our initial vision. We successfully integrated five hospitals into the procurement cycle during initial deployment, and since have brought online almost every one of the hospitals in the region. We have continued confidence in the ability of Intalio and Intalio|bpms to support our vision and our continued success."*

### **Pietro Iob**

Project Manager, Regional Integrated Information System Division, Insiel

## Intalio Impact

Efficiency in public services is critical to the economic health of a region, and efficiency in health care services is no exception. When Insiel sought to increase operation efficiency of healthcare supply procurement, they knew they needed to do so without any negative impact to actual health care delivery.

Intalio|bpms allowed Insiel to achieve that: increased efficiency in procurement of health-care supplies -- pharmaceuticals to paper goods and everything in between -- while increasing public confidence in local health-care delivery.

## About Intalio

Intalio – The Modern Way to Build Business Applications. Intalio's suite of products enables businesses, large and small, to rapidly build business applications that are cloud-scalable and mobile-enabled to support an agile response to their market. Our standards-based software can be found powering over 1000 businesses including some of the largest in the world like Deutsche Bank, General Electric, NTT, Irish Revenue Commission, Singapore Airlines, Facebook and Google.

Intalio is headquartered in Palo Alto and has over 100 partners and world class investors. To learn more about building modern applications, visit [www.intalio.com](http://www.intalio.com).

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