

How **MEDICLINIC** INTERNATIONAL is generating revenues with personalised HR solutions.

The Company

Mediclinic is a diversified international private healthcare services group, established in South Africa in 1983, with divisions in Switzerland, Southern Africa (South Africa and Namibia) and the Middle East.

Its vision is to be the partner of choice that people trust for all their healthcare needs.



74

Hospitals



21

Day Case Clinics



23

Outpatient Clinics



5

Subacute Hospitals



3

Mental Health Facilities



33,100+

Employees



600,000+

Inpatient Admissions



1

Management Contract
(Middle East)

Key Benefits

- ✔ A New tool with world class best practices in place
- ✔ Reduced cost of contracting doctor practitioners by whopping \$ 560,000 annually
- ✔ Reimagined HR analytics through People Analytics
- ✔ Nursing department had all the information handy to schedule their staff which reduced dependency
- ✔ Centralised HR ticketing system helped to track the tickets and enhanced the automation capabilities with advanced reporting options
- ✔ Knowledge base helped to reduce the resolution time up to 30%
- ✔ User manuals became HR policies
- ✔ Avoided cost of business re-engineering as the same was done during the discovery phase of the project
- ✔ Integrated solution with S/4 HANA



INK IT SOLUTIONS
Imprint your future

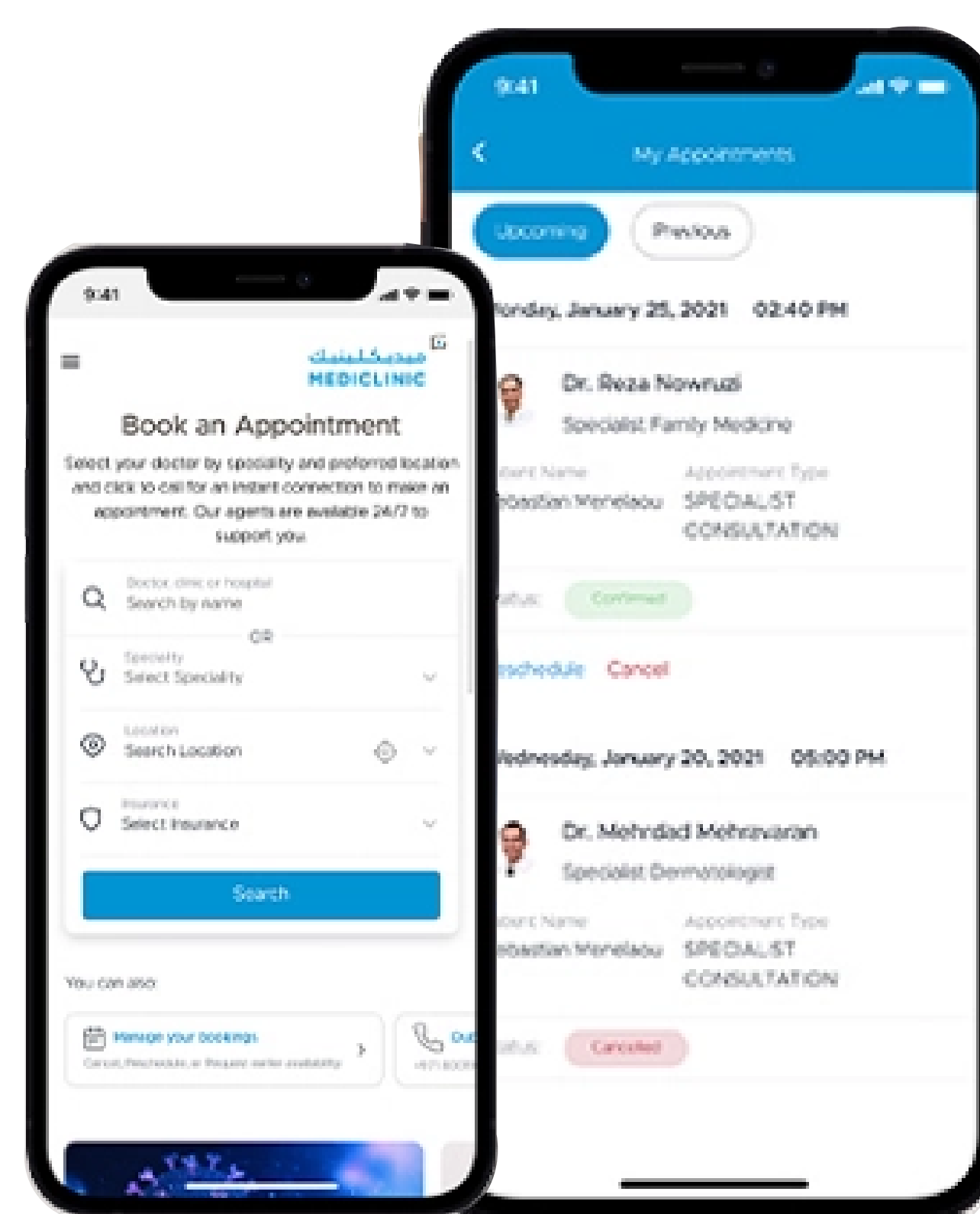
Business Challenges

Customer has a disparate operating model within HCM creating challenges such as

- 01 Complex and disparate business processes across countries
- 02 Different shared services process
- 03 Complex integration environment
- 04 Multi cultural and multilingual
- 05 No unified platform for HR across globe
- 06 Aligning the business users to SF standard process
- 07 Sensitive norms for data privacy and retention
- 08 Change Management to drive common business

INK IT Solutions

- INK IT initially implemented PoC to bring all the stakeholders from different countries on a single platform
- Adopted Global Template approach and later rolled out to individual countries. This method reduce risk and gave enough time to adopt and digest the new solution
- Used videos for training as language was becoming an issue in training and UAT
- Used RDS for Integration of SF and SAP HCM
- Integrated with patient health record
- Integrated with centralised document management system (OpenText)



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