

MORE THAN ONE MILLION PRODUCTS

Implementing a Healthcare Content Data Portal (HCDP) based on the cloud platform SyncManager with Bayard Consulting as project partner.

THE CUSTOMERS



The four purchasing groups EKK plus, P.E.G., Prospitalia and Sana Einkauf & Logistik have been among the largest purchasing groups in Germany for years. Together, they handle a purchasing volume of more than 6.8 billion euros, covering about 70% of the purchasing volume in the German hospital market.

INITIAL SITUATION AND CHALLENGE

The purchasing groups have been requesting product information from their suppliers and manufacturers for a long time. However, uniform processes and formats for the delivery of product information have not yet been established in the healthcare industry. The current standard is rather to exchange Excel files of questionable quality.

As a result, each purchasing group is still faced with great manual effort regarding the acquisition and correction of product information, and they are currently still a long way from achieving transparency regarding the quality of the data received. Having a volume of several million article records, the effort is excessive.

On the other hand, digitalization of processes in the healthcare industry is continuing to progress steadily. Procurement, logistics, material cost analysis as well as purchasing controlling are being digitalized more and more. The clinical processes within hospitals are also facing digital transformation. All these digital processes are highly dependent on high-quality product information, which can only be delivered directly by suppliers and manufacturers. This is why purchasing groups are under pressure today. Therefore, the four leading market players decided to cooperate and developed the **idea of the Healthcare Content Data Portals (HCDP)**:

»Receiving up-to-date master data in high, assured quality via one channel in a uniform format«.



In January 2018, the purchasing groups found their right partner for this project with Bayard Consulting. With the SyncManager cloud platform, Bayard Consulting offers the ideal tool to face these challenges and provide a flexible, efficient solution. In addition, Bayard Consulting has the expertise to competently accompany this project idea from the very beginning and thus to act not only as an implementer but also as a consultant and supporter.



THE PROJECT

Following the first requirements workshop, the project implementation started in March 2018. An agile project approach made it possible to provide the purchasing groups with new features for review in a functional and usable way after each bi-weekly sprint. Since the purchasing groups are located across Germany, the project was mostly carried out virtually (throughout the entire project phase).

After 7 months of implementation, an intensive pilot phase was started. The selected pilot suppliers and wholesalers were deliberately chosen to be heterogeneous. The entire system went live in the beginning of April 2019.

The project was thus completely on schedule, both in terms of costs and implementation time.

WHAT DOES THE SOLUTION LOOK LIKE?

The supplier portal provided was based on the cloud-based platform SyncManager which gives each supplier its own exclusive workspace. Thanks to simple, intuitive handling and support of typical file formats, suppliers can quickly find their way around the solution.

The system's direct feedback on COVIN* validation results and the given transparency of data quality in the dashboard quickly provide suppliers with transparency about the gaps in their data. It also guides them in a targeted manner to areas where improvements are necessary due to a lack of data quality.

As soon as data has been validly maintained, the suppliers can publish them to the purchasing groups and the Healthcare Content Data Portal (HCDP) receives them. Using automated processes, the purchasing groups can regularly collect data from the HCDP via REST API and distribute it to their own IT systems.

Suppliers who have automated their own processes to the extent that they are able to deliver valid data directly from one of their systems to the HCDP, have the option of publishing data via GDSN (Global Data Synchronisation Network). The HCDP is connected via Bayard Consulting's GDSN data pool b-synced and it sends validation reports with CIC* messages back to the suppliers.



ONE MILLION SUPPLIER ITEMS

»The implementation of this project with Bayard Consulting in record-breaking time, considering the given complexity, has inspired us. Bayard's expertise has contributed to the fact that we achieved excellent results with four purchasing groups. The number of one million supplier products is a good example of this. This is an ultimate success story!«

(Jens Kalecinski • Head of Professional Services & General Project Manager HCDP • Prospitalia GmbH)



* The Content Validation Network is a set of rules for quality assurance of product information, defined by several purchasing groups
** Catalogue Item Confirmation from the GDSN

The four purchasing groups have access to a wide range of evaluations in the SyncManager dashboard to analyze the data quality of individual suppliers. In addition, data quality indicators for the areas of logistics, purchasing and classification were implemented in SyncManager in cooperation with Bayard Consulting.

This enables clear monitoring of data quality of the respective areas on the supplier level. This in turn serves as a basis for targeted discussions with suppliers about the possibilities for improving their product information quality.

” DATA QUALITY EVALUATION & IMPROVEMENT

»With data quality monitoring in SyncManager, we are able to evaluate data quality of each supplier according to our requirements and to work towards appropriate improvements in a targeted manner«.

(Christoph Matt • Head of IT Purchasing & Logistics • E-Healthcare Supply Chain • Sana Einkauf & Logistik GmbH)

With SyncManager's supplier portal, every supplier gets access to his own, full featured product information management system (PIM). Their free access only reduces the amount of available functionalities. But its easy handling, powerful validation engine and flexible import and export are already available to suppliers, even with free access. They can also use this system as a basis to automatically distribute their current, validated product data, e.g. via the GDSN, or other formats to other recipients worldwide.

By providing the PIM functionality of SyncManager to each participating supplier, they get a perfect basis to optimize their processes for managing their product information.



PROJECT HIGHLIGHTS

- > Implementation of a complex set of rules, support of a complex standard classification in several versions (eCI@ss) and integration of the GDSN processes within only 7 months
- > Development of a flexible solution for the entire industry, which can grow with increasing requirements
- > Easy and fast connection to b-synced, Bayard Consulting's GDSN data pool
- > Cooperative, trusting collaboration with all four purchasing associations for 2.5 years





RESULT AND CONCLUSIONS

The four purchasing groups EKK plus, P.E.G., Prospitalia and Sana Einkauf & Logistik established a joint platform for the German healthcare market with the Healthcare Content Data Portal (HCDP).

The ambitious goals of obtaining current master data in high, assured quality via one channel in a uniform format were implemented within planned time and budget.

»To date, more than one million products have already been published. This is an ultimate success story.«

Within a short time frame, not only a system was provided, but also a cooperative organization was created to quickly bring suppliers on board and to guide them through the process of data quality improvements.

The willingness to act cooperatively and the mutual trust between the purchasing groups and Bayard Consulting always leads to goal-oriented solutions to improve the current status.

AUSBLICK

However, using an IT solution for managing and exchanging product information itself won't lead to sustainable improvement in data quality.

There is still great potential for suppliers to improve their product information management. Bayard Consulting is ready to support suppliers by using tools such as SyncManager or other PIM systems and by introducing appropriate processes and organization.

HEALTHCARE CONTENT DATA PORTAL

THE LEADING INDUSTRY SOLUTION

»The HCDP has already proven to be the leading industry solution. With SyncManager's flexible data model, we will also be able to meet all future requirements for our platform«.

(Alexander Ulmer • Head of E-Business & Supply-Chain-Management • EKK plus GmbH)

SPIRIT OF TRUST TO IMPROVE DATA QUALITY IN THE HEALTHCARE

»Requirements for product information in the healthcare industry are continuously increasing. Therefore, the four purchasing groups and Bayard Consulting agree that they will continue to work closely together in a spirit of trust to improve data quality in the healthcare sector«.

(Udo Sohn • Head of IT Systems/Digitization • P.E.G. Einkaufs- und Betriebsgenossenschaft eG)

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