



Health care

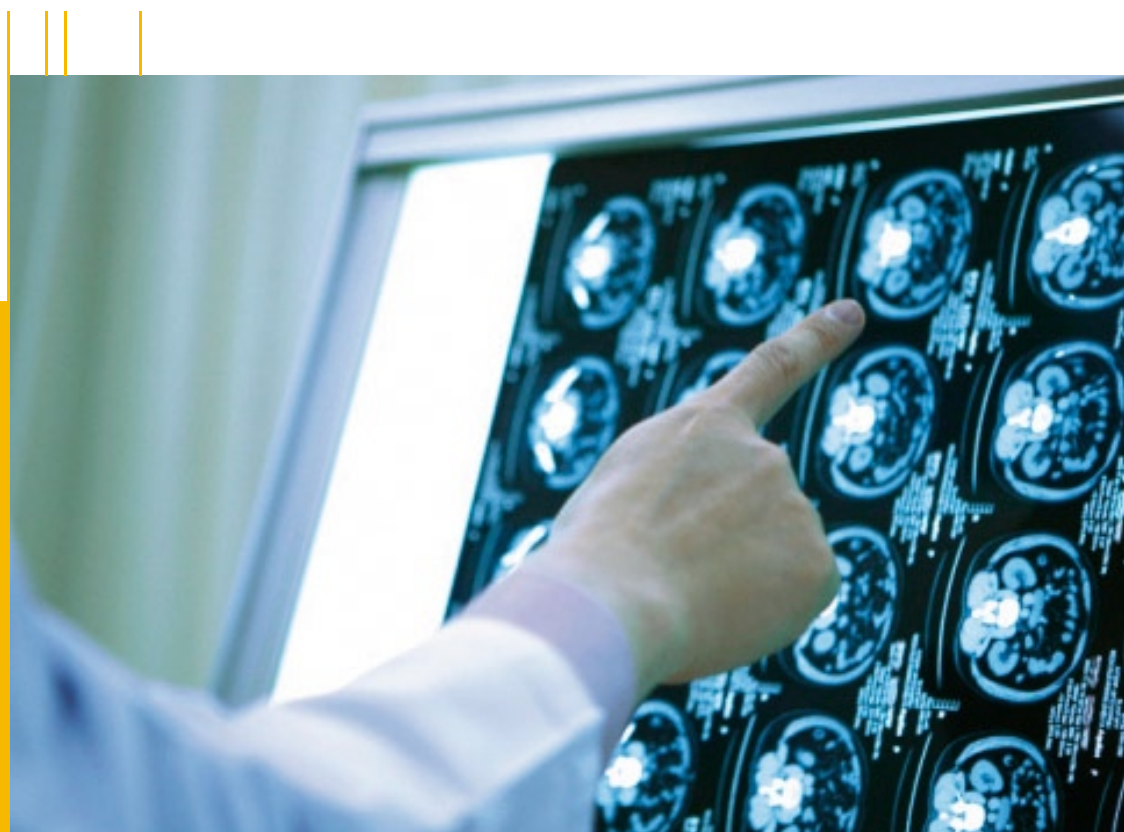
IT solutions from Lufthansa Systems

Lufthansa Systems has been working successfully for customers from the health care sector for many years. In doing so, we benefit from our experience and our extensive knowledge of the airline and aviation fields, mainly because the requirements of these two sectors are similar. Health care, like aviation, requires some of the world's most reliable systems – systems that must be available around the clock. Both industries work with a broad range of customized solutions, and both are subject to the strictest accountability standards. This expertise coupled with our in-depth know-how of the health care sector means that we are experts when it comes to innovative solutions, and this also applies to medicine.

>> The health care sector faces major challenges

High cost pressure and legal restrictions result in intense, predatory competition for providers of medical technologies and services. They are compelled to check their business and clinical processes continuously for economic effectiveness and to realign them where necessary. Tasks such as increasing cost efficiency, implementing quality management, optimizing workflow, improving transparency, and general consolidation are continuously growing in importance.

As an IT full service provider, Lufthansa Systems fulfils the special requirements of medical technology companies and health care institutions with regard to solutions for improving competitiveness and reducing costs.





Medical technology

Medical technology companies are subject to constantly tougher demands. They have long since shifted from pure „box“ to „bundle“ business. Their customers increasingly expect solutions for complex treatment chains rather than individual products, while after-sales service requirements continue to grow. Products must be specialized and new sales channels opened. The necessary internationalization and the development of new markets pose additional challenges.

We make medical technology companies fit for the future. With our industry experience and process know-how we create professional solutions using standards and best practice templates that we have developed in international projects with our customers in the medical technology sector.

Our portfolio at a glance

- Process consulting to optimize business processes
- IT strategy and IT management consulting
- IT architecture consulting (WEB, EAI, etc.)
- System landscape optimization (e.g. SAP)
- Solutions for CRM, service management and business intelligence
- Solutions for SCM, spare and consumable part management, after sales and data warehouse
- Telematics (RFID and GPS) solutions
- Security consulting
- Data center services as part of outsourcing



Health care institutions

Lufthansa Systems provides all health care institutions with a comprehensive portfolio which ranges from IT consulting to infrastructure. Here too, the objective is to examine processes and facilities for their cost effectiveness and to realign them where necessary. Our consultants have many years of well-founded industry and process know-how in clinics, rehab and nursing facilities, health funds and insurance companies, and clearing centers. In addition, we possess expertise in the consolidation and system integration of hospitals, capacity utilization and occupancy management, the optimization and control of logistical processes, the implementation of security systems such as admission controls, as well as solutions for telemedicine and the electronic health card.

Our portfolio at a glance

- IT strategy and architecture consulting
- Consulting, customizing and development in the SAP environment and for industry solutions SAP IS-H/IS-H*med for clinics (particularly client consolidation)
- Selection and introduction of integration/middleware technologies (enterprise application integration)
- Digital incoming mail processing, archiving, document and workflow management
- Knowledge and information management/data warehousing
- Creation of reports and statistics for quality assurance in health care
- IT audits
- Data center services as part of outsourcing



>> Examples of our projects

Eppendorf AG (medical technology)

The task:

- The integration of the subsidiaries into a central reporting system
- The company-wide integration of operational processes, including the integration of BaaN Logistics and SAP Finance

The solution:

- International, gradual introduction of SAP R/3

The result:

- Company-wide full transparency of all processes in finance, logistics and sales
- Improved bases for decision-making, higher productivity, upgradability

Clinics in Germany (Asklepios clinics, Clinic Stuttgart)

The task:

- Optimization and further development of SAP modules HR, FI, CO, MM, PP, SD
- Introduction of SEM-BCS
- SAP client consolidation, combination of four SAP clients to form one SAP client for SAP modules FI, CO, MM, IS-H and IS-H*med

The solution:

- Customizing and release change of SAP modules
- Definition of a master, migration of movement data, outstanding items

The release:

- Harmonization of modules, transparency, system optimization to internal processes, updating
- System optimization to new organization structures, standardization of processes, cost saving by reducing clients

Lufthansa Systems

With approx. 4,550 employees at several locations in Germany and branches in 17 countries, Lufthansa Systems is one of the world's leading IT service providers for the airline and aviation industry. The portfolio embraces services which cover all the business processes of an airline, ranging from the passenger and cargo segment through flight performance to aircraft maintenance and repair. As a systems integrator with one of Europe's most advanced data centers, Lufthansa Systems covers the entire spectrum of IT services – from consulting through application development and implementation to reliable 24-hour operation.

The Industry Solutions division also provides customized services and IT solutions for companies in the health, logistics, industry, administration & finance, energy, and media sectors. The particular strength of this division is its experience of SAP solutions requiring comprehensive industry and process know-how. Other services include the planning and implementation of WEB integration and architectures, supply chain management and customer relationship management, as well as strategies for active security and business intelligence. For our customers, the results are reflected in reduced costs, improved performance and higher quality.

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