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CASE STUDY

Clemenceau Medical Center advances quality of care with Infor's cloud technology

Building on technological advancements and leveraging best-of-breed solutions, Clemenceau Medical Center is part of a cutting-edge hospital system based in Dubai Healthcare City Phase 2. Part of Clemenceau Medicine International (CMI), an award-winning network of state-of-the-art hospitals and medical centers in the Middle East, CMC Dubai delivers new levels of high-quality care, specializing in innovative treatments and superior medical expertise across different specialties.

As the global healthcare industry struggled to find new solutions during the onset of the COVID-19 pandemic, CMC was in a particularly tough position, having just opened its hospital in Dubai. CMC's investment in cloud-based enterprise resource planning (ERP) systems from Infor® allowed the hospital to quickly adapt to new problems, enhance overall workflows with a fully integrated portfolio of products, and deliver on a critical need for care in challenging times.

Opening a state-of-the-art hospital during a pandemic

Clemenceau Medical Center Dubai is a 100-bed hospital with specialties across the board for oncology, cardiology, orthopedics, and maternity, including ICU, NICU, and critical care units. **Clemenceau Medical Center Beirut** is affiliated with Johns Hopkins University. Clemenceau Medical Center Dubai was established and based on a similar model.

Headquarters
Dubai

Industry
Healthcare

Infor product
Infor CloudSuite™ Healthcare

Website
cmcdubai.ae

> ❝ **Infor became the favorite in terms of the kind of partner that we wanted involved. The level of comfort that people had with Infor and its delivery partner E3 were stronger than with other solution providers like Oracle.**❞
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> ALI AWAD
> IT Director, Clemenceau Medical Center Dubai

Located in Dubai Healthcare City Phase 2, CMC is focused on bringing compassionate and groundbreaking treatments to its patients in a safe, comfortable, convenient, and sophisticated environment. CMC opened its doors just at the beginning of the pandemic. "The first admitted patients were COVID related and in such extraordinary circumstances, we took certain decisions to make things faster for everyone. And that's where we are now—a full-fledged hospital that's completely operational," says Muzammil Khalil, Senior Program Manager, Clemenceau Medical Center Dubai.

The executive management at CMC leveraged the expertise of internationally qualified physicians, clinical staff, and administrative teams to manage the range of new restrictions related to caring for COVID-19 patients.

Holding the financial, clinical, and operational parts of the organization together required new technology tools that could support this state-of-the-art hospital.

Delivering cutting-edge technology to an innovative market

Determining where to make a technology investment and finding the right partner is a key priority at CMC. The hospital's information technology teams must take into consideration the type of risk—financial, clinical, or operational, or all three. "We prioritize and mitigate these risks allowing smooth operations and maximize benefits from existing technological investments. This allows clinicians to concentrate on patient care with the right information at the right time," says Khalil.

To keep operations efficient, Ali Awad, IT Director at Clemenceau Medical Center Dubai, advises choosing a best-of-breed approach. "The best-of-breed solutions have matured over time and incorporate industry best practices, so it takes you away from a lot of teething problems," he says, observing that an immature solution might be cost effective at the beginning, but become more expensive over time, causing incremental loss of efficiencies throughout the entire process.

Business challenges

- Bringing technology infrastructure live from an off-site location during a global pandemic

- Integrating accounting, supply chain, and HR processes with cloud and data center technology

- Adapting processes and care delivery to meet safety and local regulations as well as data privacy laws

"To survive in a competitive market like Dubai, one of our strategic goals is to achieve overall operational efficiency through end-to-end automation," Khalil agrees. CMC's management knew this from the onset and wanted to start off quickly with the right solutions. "We actually created a purpose built hospital from scratch and it was under construction when solution decisions were being made. We avoided the situation of setting up everything at a temporary datacenter and physically moving it to the new building once established. So we decided to adopt cloud-based services to the maximum that we can."

CMC chose Infor CloudSuite Healthcare to run its organization, with the cloud and data center capabilities at the top of its selection criteria for Infor. "Infor became the favorite in terms of the kind of partner that we wanted involved. The level of comfort that people had with Infor was stronger than with other solution providers like Oracle," said Awad.

Creating a platform for clinical and operational care

CMC relies on CloudSuite's platformed healthcare ERP functionality for finance, supply chain, and human capital management. "We went for best-of-breed products across the board for all of our departments. We have 25+ applications in our application portfolio, and Infor is one of them. Infor seamlessly integrates with most of them and had a great delivery partner, E3, who implemented these interfaces according to our complex integration requirements. Infor is integrated with our on-premises hospital information system, billing revenue cycle management solution, payroll, and medication stock management solutions."

In addition to these functions, CMC relies on Infor to manage data privacy laws, specific to the regulations in Dubai Healthcare City. These capabilities have helped make the move to the cloud easier in general. "Our hospital is built on the foundations of having most of the processes digitized. So that's another benchmark for us. We would like to make sure that for any process that is being performed, we reduce the paper, we digitize as much as much as possible. Having a paperless environment is one of our objectives," says Awad.

Going digital in the cloud has led to faster implementations as well. "With COVID, if you have an idea on the board and you are not able to deliver that quickly, you might be losing a lot of opportunities in that process," says Awad. Future projects include robotics process automation and advanced AI: "That will help us to digitize further down the lane."

Building a model for care delivery

From working around global travel restrictions, finding resources and bringing them in, to delivering on-the-ground care to patients while keeping staff safe, Clemenceau Medical Center was able to achieve the critical task of running a hospital in extraordinary times. "We are proud that we successfully went live and realized strategic benefits during the pandemic," CMC's Khalil says.

> **" We are quite happy with the overall solution journey with Infor. When CMC International opens its next branches in other countries, they will certainly use Infor to follow in our footsteps."**
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> MUZAMMIL KHALIL
> Senior Program Manager, Clemenceau Medical Center Dubai

Business results

- Stood up a fully operational hospital on the go-live date as the first COVID-19 patients arrived, in addition to regular patients

- Successfully deployed integrated accounting, supply chain, and HR functionality in the cloud

- Digitized processes to automate manual tasks and go paperless, while meeting regulatory needs

CMC continues to leverage the Infor team's experience along with the solution provider partnership from E3. Current projects include Value Engineering exercises to automate and increase user adoption of the new systems, and to explore existing un-utilized and under-utilized functionality. With regular follow ups from the Infor Customer Success Manager, and weekly support calls from the delivery partner E3's support team, CMC has kept operations running smoothly, while focusing on high-priority issues.

With the technology infrastructure from Infor, CMC Dubai can manage and integrate a range of specialized systems in the cloud. This has helped CMC create a model to use in its other hospitals. "Once we chose Infor and we went ahead with implementation, we were quite happy with the overall results. The delivery partner E3 team's knowledge of healthcare best practices made our implementation journey smooth. When CMC opens a branch in other countries, they use Infor to follow in our footsteps," says Khalil.

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