CUSTOMER STORY

# UMMS transforms patient care with Infor CloudSuite Healthcare



## University of Maryland Medical System

The University of Maryland Medical System (UMMS) is a private, university-based regional health system committed to serving Maryland's healthcare needs. With over 29,000 employees and 4,600 affiliated providers across 11 hospitals and 150+ locations, UMMS drives innovation and excellence in patient care.

> "What excites me the most about Infor is the tool quality, there's so much possibility and we are really going to impact the lives of our team members."
>
> **Mark Negron, VP of Business Applications**

### Challenge

Disconnected systems limited operational efficiency and increased administrative burden.

### Infor solution

Infor CloudSuite Healthcare

### Outcome

Streamlined workflows, reduced costs, and empowered healthcare teams to focus on patient care.

## Challenge



**UMMS needed better efficiency across 11 hospitals**

Disconnected systems led to inefficiencies, manual workflows, and increased operational costs.

UMMS faced operational challenges common to large healthcare organizations: Disconnected systems, inefficiencies, and rising costs. With 11 hospitals and 150+ care locations, managing supply chains and workflows across the network was complex and time-consuming. Hospitals often operated independently, creating redundancies and making it difficult to standardize operations. These issues burdened staff with administrative tasks, limiting the time they could dedicate to patient care and impacting overall efficiency.

## Infor solution



**Streamlining operations with Infor CloudSuite Healthcare**

UMMS adopted Infor CloudSuite™ Healthcare to standardize systems, optimize supply chains, and enable real-time insights.

Infor™ CloudSuite Healthcare provided UMMS with the tools needed to address its operational challenges. By standardizing systems across 11 hospitals, UMMS streamlined workflows and reduced inefficiencies. Real-time enterprise resource planning (ERP) insights allowed leaders to make data-driven decisions, such as optimizing supply chain operations by consolidating product usage across locations. For instance, UMMS achieved significant savings by reducing the variety of medical supplies used, such as standardizing glove brands. Automation reduced manual tasks, enabling staff to focus on patient care instead of paperwork. Infor's healthcare-specific ERP tools ensured critical supplies reached patients quickly and efficiently, improving care outcomes and operational productivity.



"How do we keep that administrative burden low so that staff can focus on helping our patients? CloudSuite puts that data at our fingertips."

**Mark Negron, VP of Business Applications**

# Outcome

### Elevating patient care and operational efficiency

UMMS realized transformative outcomes with Infor CloudSuite, including cost savings and improved care delivery.



**Cost savings through supply chain optimization**

Standardized supplies and reduced costs across 11 hospitals, enabling UMMS to reinvest in critical patient care initiatives.



**Improved workflows and reduced admin burden**

Automation minimized manual tasks, allowing staff to spend more time on patient care and less on paperwork.



**Enhanced decision-making with real-time data**

Advanced analytics empowered UMMS leaders to make proactive, data-driven decisions for better outcomes.



"If I'm helping a nurse do their schedule or getting a supply there faster, that means a nurse has more time with a patient."

**Mark Negron, VP of Business Applications**

## About Infor

Infor is a global leader in business cloud software products for companies in industry-specific markets. Infor builds complete industry suites in the cloud and efficiently deploys technology that puts the user experience first, leverages data science, and integrates easily into existing systems. Over 67,000 organizations worldwide rely on Infor to help overcome market disruptions and achieve business-wide digital transformation.

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## Discover how to streamline healthcare supply chains and enhance patient care

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