



APOS Administrator Case Study



Via Christi Health, Inc.[Company Name]

Andover, Hays, Iola, Manhattan, Pittsburg, Victoria, Wamego, Wichita KS Ponca City OK

SOLUTIONS USED: APOS ADMINISTRATOR

Product Components Used: InfoScheduler, Object Manager for Crystal Enterprise 10
(migrating to SAP BusinessObjects XI 3.1)

BACKGROUND:

The [Via Christi Health, Inc. \(VCH\)](#), provides outpatient physician offices, hospitals, senior villages and other health services to the people of Kansas and Oklahoma. With over 9,000 employees and associates in more than 90 facilities, VCH has extensive outpatient ambulatory services and needs to distribute timely business intelligence concerning those services to a wide variety of stakeholders. VCH analysts need to remain agile to manage a reporting workload that grows continuously in size and complexity.

CHALLENGE:

Like all healthcare providers, VCH has had to resolve the conflict between increased compliance and reporting needs, and the need to reduce administrative overhead in the quest to be efficient with its resources and remain competitive. How could they reduce the number of analysts responsible for publishing reports while simultaneously ensuring that all of their reporting and compliance needs were met?

VCH needed to find a way to make all of their daily, weekly and monthly reports manageable by a single analyst. They needed a flexible solution that the analyst could adapt to their increasingly complex needs.



And they needed a solution that could grow with them as they built up their business and their business intelligence infrastructure.

SOLUTION:

VCH combined APOS InfoScheduler and Object Manager to meet all of their analyst's needs, and the flexibility of the APOS Administrator solution has allowed VCH to grow with it.

InfoScheduler's Excel-based interface provides a familiar look and feel, and a powerful combination of functionality. "Without InfoScheduler," said Rick Bowersox, Application Support Analyst at VCH, "I wouldn't be able to handle all of the reports I have to distribute. InfoScheduler eliminates the drudgery of scheduling and lets me get reports out easily and in a fraction of the time." Rick uses an array of Excel macros to facilitate piecemeal and tiered reporting, scheduling reports by clinic, and by priority tier.

When VCH upgraded to Crystal Enterprise 10, they also implemented APOS Object Manager to help them handle their growing reporting needs. Object Manager helps them promote updated reports to the existing hierarchy, and generally to do more with less. "Object Manager works well in conjunction with and complements InfoScheduler. Having experienced using both together, I made them a prerequisite for any upgrade to our current system," said Mr. Bowersox.

WHY APOS?

VCH is a long-time APOS customer, having first implemented InfoScheduler when they were initially developing their business intelligence infrastructure with Seagate InfoDesktop 7.5 in 2002. Back then, they used InfoScheduler to reduce mundane reporting tasks and automate scheduling and republishing..

As their BI infrastructure matured, they reduced their analyst team by two thirds, while quadrupling their reporting needs. InfoScheduler itself became essential to their BI infrastructure, because it allowed the reduced analyst team to handle VCH's increased reporting needs without the need for additional resources. With each BI migration, VCH has ensured that they take their APOS Administrator applications with them.



FOR MORE INFORMATION:

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