



FLEXIBLE, SECURE APPLICATION MANAGEMENT FOR HOSPITALS

Esslingen Hospital virtualized its SAP applications at T-Systems' Dynamic Healthcare Center

Esslingen Hospital is a centralized care provider with over 600 beds, operated by the local authority. An academic teaching hospital attached to the University of Tübingen, it sees itself as a modern healthcare center, requiring a high-quality, patient-centered approach. Providing access to information and data as and when it is needed requires an infrastructure that enables resources to be deployed and capacity to be managed with great precision. By virtualizing systems in a secure data center, the data is always available, including at peak periods.

AT A GLANCE

- SAP ERP application hosting with IS-H, HCM and the i.s.h.med. hospital information system on a server system
- Migrate to virtual servers with VMware
- Operate on the Dynamic Healthcare Center (DHC) platform in Frankfurt
- Use-based billing based on defined service levels



HEALTHCARE SOLUTIONS

THE REFERENCE IN DETAIL

THE CUSTOMER

Esslingen Hospital is a centralized care provider with 634 beds, operated by the local authority. With its forward-thinking approach of a modern healthcare center, and the patient-centered organizational structures required to achieve this, the facility has a proud history stretching back 150 years. Around 26,000 inpatients and 87,000 outpatients are tended to each year in the hospital. The highly qualified teams of doctors, care staff and therapists cover just about every medicine and care specialty. As an academic teaching hospital attached to the University of Tübingen, it has committed itself to deploying the very latest clinical and scientific skills in an interdisciplinary manner in its patient care. Besides diagnostics and therapy for in- and outpatients, health education, prevention, rehabilitation, skills development and patient education all play key roles.

THE CHALLENGE

As a center of medical excellence, Esslingen Hospital not only believes in high quality care, but also attempts to make people the focus of what it does. So it is essential that the hospital's 1,420 staff can always access management data and patient data.

It is particularly important in hospitals and medical care centers that infrastructure technology and IT systems work reliably, so that they can focus on the main priority – looking after the patients. As a result, many facilities have adopted standard SAP software. Esslingen Hospital was using an integrated SAP ERP and HCM system which was no longer going to be run in a SAP data center. Given the need for ongoing patient care while the hospital continued to function, the primary objective was to migrate the systems to a T-Systems data center without crashing within two days.

THE SOLUTION

The technical components of the DHC platform are predefined, standardized, aligned and flexibly scalable. Modular packages of services enable a range of usage models and scenarios – in Esslingen Hospital's case, running an integrated SAP system with a development and live system for management, HR, medicine and care as standard software in the isolated healthcare area of the T-Systems data center in Frankfurt. This involves hosting the SAP ERP applications IS-H and HCM and application management for the i.s.h.med. hospital information system. Sector templates are maintained and enhanced so that no maintenance work has to be undertaken by the hospital. Having successfully migrated the SAP systems to virtual servers using VMware, the Frankfurt data center, which is subject to German laws and data protection regulations, does the backing up and monitoring. The hospital is connected to the data center via the eGate communication server.

CUSTOMER BENEFITS

With SAP applications in the DHC, the hospital is getting all its services from one source – from migration, using the broadband connection, through to operation as a whole. DHC enables the SAP applications to be deployed as and when required anywhere in the hospital, and it has aligned and consolidated the server landscape, including operational optimization. By virtually operating different servers, the hospital's peak loads can be absorbed flexibly, without it having to invest in new hardware. With Telekom operating the IT infrastructure, hospital staff can focus on patient care and improve it. The hospital has no hardware of its own, and uses the server capacities it requires in a scalable, flexible way with optimized costs and high availability. The dedicated connection via the Multiprotocol Label Switching (MPLS) platform makes communication secure and efficient.

Klinikum Esslingen 
Das Qualitätskrankenhaus

“ Our SAP systems were migrated to the virtual servers on Telekom's Dynamic Healthcare Center platform with great speed, within two days, while the hospital continued to function. And after the switchover we've been operating extremely smoothly within the agreed service levels, so that our doctors and care staff can devote themselves to patient care backed up by good information. ”

Rainer Döring, Esslingen Hospital IT Director

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