

MedicalEdge Healthcare Group

MedicalEdge, headquartered in Dallas, Texas, is a high growth firm managing over 150 medical facilities including those owned by hospitals, physicians and medical-specialty groups. The company provides a comprehensive medical practice management system and significantly enhanced profitability to its client physicians in 17 different specialties.

By assuming responsibility for all aspects of the practice management under the physician's continuing direction, MedicalEdge frees physicians to do what they want to do most: *practice medicine*.

CHALLENGE

MedicalEdge faced the daunting challenge of providing weekly and monthly operational and financial reports to approximately 350 physicians. It was using a combination of Microsoft Dynamics GP 9.0, FRx reporting, Microsoft Excel and an array of manual systems to try to stay apace of its expanding clientele. But the time required to generate, maintain and distribute these reports to its clients was dragging down the company's profitability and its customer-satisfaction levels. Its scattered system of management reporting tools alone was enough to severely impede the growth of MedicalEdge.

"We needed a bullet-proof solution for managing a variety of processes to show results in the bottom line. Finding the right fix for us means we can give more time to physicians to care for patients," said Geoff Detrich, IT Director of MedicalEdge Healthcare Group.

SOLUTION

MedicalEdge approached Integrated Services, Inc. (ISI), a Microsoft Gold Certified Partner based in Dallas, for a solution that would help the company provide more timely and efficient reporting. ISI developed a solution that allows medical practices to pull their own reports in an automated, secure, self-service mode.

ISI implemented its business intelligence solution based on the Microsoft Solution Framework that provides self-service management and operational reports on demand. At the heart of this automated service is an Operational Data Store (ODS) developed by ISI that uses Microsoft SQL Server 2005 to transfer and stage all the data from all of the medical practices.

Designated individuals within each practice log onto the system through Microsoft Office SharePoint Server 2007, which authorizes each subscriber and automatically displays each practice's specific reports and data on demand. The ODS is designed to assure the right data gets to the right people at the right time.

Following a detailed proof-of-concept phase, ISI deployed the automated system in just four months.



MICROSOFT PRODUCTS USED

- Microsoft Office SharePoint Server 2007
- Infopath
- Microsoft Active Directory
- Microsoft SQL Server 2005
- Reporting Services
- Integration Services
- Analysis Services

"Increasing efficiency, providing the best service is paramount for MedicalEdge to supply hundreds of medical facilities and professionals with high-priority reports. Fast turnaround makes us highly competitive."

Geoff Detrich

IT Director

MedicalEdge Healthcare Group



CONTACT INFORMATION

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RESULTS

The on-demand business intelligence solution has eliminated the manual and redundant processes of reporting, substituting instead a self-service capability for access to the weekly and monthly operational and financial reports.

“With the reporting services interface, we were able to replace more than 350 FRx reports with a single SSRS report,” says MedicalEdge IT Director Geoff Detrich. “The time and people-hours consumed in report generation and distribution was eliminated.”

Moreover, the ODS is a scalable solution that will enable the company to grow a great deal without incurring significant additional cost.



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