# IntelliPRINT

# A Leading Medical University and Healthcare Center in the US *eliminates information bottlenecks* & *accelerates decision-making* with IntelliPRINT

## The Customer

The customer is a comprehensive healthcare facility dedicated to patient care, research, and biomedical education across America. It has clinics, healthcare centers and research labs for health sciences/biomedical research and social/behavioral research.

## Environment

Around 400 users spread across multiple locations use about 20 IBM Notes & Domino applications. The critical applications are:

- Research Study Reviews Management System – A multi-database system that manages Research Study Proposals and the Review Processes.

- Institutional Review Board (IRB) Policy & Procedures  – Accessed by all users, it is a web portal that provides regular updates on policies, and other guidelines

- MIS Helpdesk Application – Enables users to create tickets and manages the lifecycle of tickets. It enables users to categorize and assign priorities to tickets and tracks status till ticket closure

- Contracts Management System – Manages the lifecycle of all contracts – Products, Services & Technology.

These applications provide the following business critical information required by both management and users:

| Users | Key Information Needs |
|---|---|
| Institutional Review Board | Critical information on metrics to measure the performance such as; as Reviewer load (no. of proposals handled per reviewer), WIP reviews, Reviewer availability, Review status, Proposal outcomes |
| MIS Team | Need to Analyze tickets by Status, Period, Departments, Users, Types, etc and uses cycle-time information to evaluate resolution performances |

## Key Challenges

The customer used the information presented in Notes Views as the primary window into the data in their Notes & Domino applications. The key challenges that they faced with Notes Views were:

- **Limited Data Visualization**
  Users were restricted only to the data representation that is pre-defined in their Views.

- **Lack of interactivity & support for ad-hoc information needs**
  The Views were also not interactive. Even simple operations like sorting data by a column of the user's choice, filtering data in the view to arrive at a sub set of information, etc was not possible. Ad-hoc information needs were hence not met.

- **Significant IT overhead**
  Data visualization involved several hours of IT effort and ad-hoc requests created information bottlenecks

## Highlights

**The Customer**
- Leading Medical University & Healthcare Center in the US

**Environment**
- Around 400 users using 20 IBM Notes & Domino applications
- Critical applications include Research Study Reviews Management System, Institutional Review Board Policy & Procedures, MIS Helpdesk Application and Contracts Management System

**Key Challenges**
- Limited data visualization & lack of information agility
- Effort & time intensive information delivery
- Loss of data integrity & security

**IntelliPRINT Solution Deployed**
- IntelliPRINT Dashboard Reporting

**Key Results**
- Improvement in productivity
- Enhanced decision making capabilities

> IntelliPRINT Dashboard Reporting gives our non-technical users and business owners an easy drag and drop approach for creating their dashboards as needed. Our users & management are able to now spend time on analyzing information and making critical decisions rather than collecting the data needed. We have been very pleased with the immediate return on investment that we've seen.

To address the limitations of Notes Views, the customer exported Notes data to spreadsheets. The key challenges that they faced with exporting data were:

■ **Data Security**
The customer had to invest a significant amount of time and resources in generating multiple spreadsheets for the same data set to replicate IBM Notes data security due to the loss of native Notes access control when they exported data to spreadsheets.

■ **Delays and information bottlenecks**
Information needs were not met on time

## Solution Deployed

• IntelliPRINT Dashboard Reporting

The Medical Center needed a tool that was very simple so that even non-technical users could build their dashboards themselves. IntelliPRINT Dashboard Reporting emerged as the natural choice for the customer.

IntelliPRINT Dashboard Reporting empowers business users with the flexibility of creating their own dashboards. It leverages all native Notes functionality, including ACL definitions and can be launched from the Actions menu or from Bookmarks or from the IBM Notes Workspace. IntelliPRINT Dashboard Reporting gives users an easy drag and drop interface for rapidly transforming data into actionable information as needed.

For example, IntelliPRINT Dashboard Reporting provides users at the Institutional Review

Board (IRB) with instant snapshots of each team's review progress. With drill-down and analysis capabilities, users have ability to see data the way they could never see before. The management is now able to spend time analyzing information and making critical decisions rather than collecting the data needed.

Ever since the deployment of IntelliPRINT, users are empowered with the ability to visualize data in real-time and enables quick, efficient business decisions.

## Key Results

■ **Improvement in productivity**
• Provides rapid decision making capabilities, eliminating waiting times

• With drill-down and analysis capabilities, users have the ability to see data as per their requirements

■ **Informed business decisions**
• Users have access to user-defined, interactive reports with embedded analysis capabilities

• Instant snapshots of business parameters are available with dashboard-style presentation

■ **Significantly Lowered IT cost**
• 100% savings of ongoing report maintenance time & effort

• Low TCO with minimum IT intervention

• Minimal or zero training required

■ **Support for Environment friendly initiatives**
• Significant reduction in paper usage due to online availability of information

## IntelliPRINT Highlights

• Significantly minimizes cost of providing business insights to users

• Instantly transforms your data into interactive user-driven reports with analysis capabilities

• Exponentially increases your ROI on Notes investments & unlocks business value

**About IntelliPRINT**

**IntelliPRINT Dashboard Reporting:** A native solution for Notes & Domino that delivers end-user driven dashboards and on-demand analysis of IBM Notes & Domino data

The IntelliPRINT range of products also includes:

• **IntelliPRINT Reporting** is a native advanced reporting solution within the collaborative Notes & Domino application framework. It enables organizations to deliver high quality, presentation-ready reports to users, within the context of their Notes & Domino applications.

• **IntelliPRINT Analytics:** a native solution for Notes & Domino that enables end users to transform any Notes view into an interactive spreadsheet-like view and analyze their data INSIDE Notes applications.

**GBS**
www.gbs.com

GBS is the world's largest provider of solutions for the IBM Notes and Domino platform. GBS has over 5,000 customers worldwide with offices in 9 locations in North America, Europe and Asia.