

# Case Study

## End-to-end management services for the Madrid Health Service central data processing centers

»Fujitsu’s clear commitment to the continuous improvement of the service along with the positive experiences we have received in the past is the aspect we value the most.«

Zaida Sampedro, Director General of Health Information Systems, Madrid Health Service (SERMAS – Servicio Madrileño de Salud)



### The Client

Among the functions of the Madrid Health Service (SERMAS), which is part of the health care sub-department of the Community of Madrid Health Department, is the management of health care services and benefits in its care centers and services, and the management and implementation of official campaigns and programs for health promotion and protection, prevention of disease, health care, and rehabilitation. In order to carry out this role, SERMAS relies on a set of information applications and systems, which are located in two data processing centers (DPCs). Specifically, the directorate of health information services (DGSIS – Dirección General de Sistemas de Información Sanitaria) is in charge of the management and administration services of the DPCs, a function that it carries out via a functional unit called CEDAS (Centro de Datos, Administración y Soporte – center for data, administration, and support).

### The customer

Country: Spain  
Sector: Health  
Employees: 75,000  
Website: [www.madrid.org](http://www.madrid.org)



### The Challenge

The health department is currently in a phase of extensive and rapid modernization of its information systems, which aims to create efficiency in the provision of health services to the citizens of the Community of Madrid. In line with the strategic criteria of the community, SERMAS needed to optimize the use of resources and obtain the highest level of service in the information systems, with DPCs that meet the criteria of consolidation, integration and centralization of the different functional environments.

Moreover, the information systems that provide centralized services to SERMAS users are located in the DPCs that are managed by CEDAS, including many common-use systems such as applications like the health card, or systems of sectoral scope but with centralized architecture and data such as the primary care information system. Therefore, the availability and continuity of the systems where they are located are vitally important.

CEDAS serves more than 35,000 professionals who access the health network distributed across the health department central services: 33 hospitals, 260 health centers, 160 medical practices, 32 specialist centers and other health care and community centers via the Internet.

### The challenge

- Ensure the quality of the service
- Incorporate the best IT management practices, including processes and standards such as ISO and ITIL
- Develop a new management model for the DPCs (data processing centers)
- Implement a changeover plan for equipment configurations

### The solution

- Common basic infrastructure
- Common ICT infrastructure
- Central systems that provide common services for SERMAS
- Integrated primary care system
- Centralized primary care management systems

### Benefits

- Improvement of efficiency in the provision of health care services to citizens
- Optimization of the information systems resources and achieving the highest level of service
- Continuous improvement of service and scalability
- Availability and continuity of the critical information systems at the highest level
- Bringing health technologies closer to the citizen

### Products and Services

- Consultancy service for the design of the service model and a new relationship model that would enable coexistence and the exchange of services between different providers, within rigorous and effective service level agreements
- Alignment of the service provision methods with the ITIL model of ICT infrastructure management
- Implementation of lean practices and other methods of continuous improvement
- Constant, 24/7 management and operation of the infrastructures
- Changeover of the configurations to the new architecture of the DPCs designed to achieve higher levels of availability, continuity, and performance within the information systems
- Safeguarding the security of the data by applying the necessary technical and organizational measures
- Launching the new systems and applications assigned to CEDAS
- Advice on the development and adaptation of the systems
- Hardware maintenance service and multi-vendor software support service

### The Solution

In 2006, Fujitsu was awarded the four-year tender for the end-to-end management of the central data processing centers, characterized back then by the health department's goal of obtaining a provider capable of committing itself to the quality of service. This quality has always depended on rationalizing the operating costs of the systems by exploiting the advantages of technology, maintaining established levels of service, and responding flexibly to the requirements of the Madrid health system.

A model of technological management was implemented that was completely integrated with the rest of the technological areas of the health department, capable of withstanding the greatest demands and providing quality and assurance to all the departments and users who depend on the service.

In the new tender published in 2010, SERMAS had the ambitious goal of undertaking a plan to transform the DPCs using new technologies, which would enable the existing services to be centralized, consolidated, virtualized, and homogenized, allowing the optimization of its resources.

### Benefits

The goal of the Community of Madrid health department is to increase efficiency in the provision of health services to citizens. By means of the new service model introduced in CEDAS, the transformation of the architecture of the DPC and the implementation of continuous im-

provement methodologies, the availability and continuity of the SERMAS information systems have been improved, achieving the optimization of resources and a better provision of health services to citizens.

### In Summary

The tender-winning solution proposed by Fujitsu was based on a resolute commitment to continuous improvement (TRIOLE® and "Sense & Respond") together with a powerful service plan, which, following the ITIL model and the recommendations of compatible standards such as ISO 20000, adopts "best practices" and enables the delivery of a service based on the established service level agreements.

*"In our line of work, the 'customers' are very demanding. They demand quality services every day of the year and at all times of the day. In order to ensure that our health professionals can provide quality care to citizens, our information systems should offer availability and continuity of service at the highest level."*

### About Fujitsu

Fujitsu offers a range of services and solutions specifically designed for public health care, based on its experience of more than 30 years working with the public sector in Spain and collaborating closely in the development of the necessary infrastructures for the autonomous communities. Our commitment and our objective of long-term co-operation ensure that we meet the common goal: improving the quality of public health care.

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