

# Case study

## Adi Husada Undaan Wetan Hospital

» Fujitsu provides us with the flexible and cost-effective solution to scale up infrastructure to further accommodate our future expansion «

dr. Edhy Listiyo MARS QIA, Director, Adi Husada Undaan Wetan Hospital



### The customer

Established in November 25, 1927, the history of Adi Husada Foundation dates back to 1923 when founding father Dr. Oei Kiauw Pik started to provide medicines for an emergency polyclinic in Surabaya. Adi Husada Undaan Wetan Hospital was instituted in 1945 followed by a Nursing Academy –*Akademi Keperawatan Adi Husada*– in 1964. Today, Adi Husada Hospitals are located at two sites: Adi Husada Kapasari and Adi Husada Undaan Wetan. Adi Husada Undaan Wetan provides general and specialized medical services, representing its vision to be the trusted hospital with professional and reliable healthcare services, while continuously seeking new ways to realize sustainable growth and development. In delivering its services to patients and customers, Adi Husada Undaan Wetan always refers to its core values of integrity, customer-oriented, professional, innovative and cost-effective.

### The challenge

Most of service processes at the hospital, from patient registration, medical support, pharmacy, inpatient care to logistics and billing administration, have all been computerized. Adi Husada Undaan Wetan has a constant commitment to improve efficiency, accuracy and speed of its service delivery to the stakeholders. In order to sustain the quality of service and anticipate future growth, Adi Husada Undaan Wetan decided to refresh and upgrade its IT infrastructure, from the server platform to end-user computing. The infrastructure refurbishment program would be rolled out in conjunction with the project to integrate separate applications into a single Hospital Management System (HMS) provided by QPRO (Fujitsu partner). Consequently, the new infrastructure needed to work well with the HMS, be capable of handling large volume of data transactions, be cost effective and highly scalable for new services, as well as easy to manage. “The role of the IT system for Adi Husada Undaan Wetan is categorized as critical, thus any downtime will definitely affect our service delivery to patients and customers,” said Dr. Edhy Listiyo MARS QIA, Director of Adi Husada Undaan Wetan Hospital. “Most importantly, the new infrastructure will serve as the strategic foundation for us to raise the bar in quality of service as well as to grow in the future by innovating new services.”

### The solution

To meet Adi Husada Undaan Wetan’s present and future infrastructure requirements, Fujitsu supplied the hospital with a line-up of PRIMERGY servers consisting of BX600 and BX620 models, as well as a fleet of 165 ESPRIMO desktop PCs. The ESPRIMO PC now cover up to 65% of the total desktop PC population at Adi Husada Undaan Wetan. Fujitsu was preferred by QPRO as the suitable platform to run the HMS.

### The customer

Country: Indonesia  
Industry: Healthcare  
Founded: 1927  
Employees: 852  
Website: [www.adihusada.com](http://www.adihusada.com)



### The challenge

In order to sustain the quality of service and anticipate future growth, Adi Husada Undaan Wetan Hospital decided to refresh and upgrade its IT infrastructure, from the server platform to end-user computing. The new infrastructure needed to work well with the Hospital Management System, handle large volumes of data transactions, be highly scalable for new services, cost effective, and provide easy management

### The solution

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### The benefit

- The fully integrated IT raises customer satisfaction as the speed and accuracy of Adi Husada Undaan Wetan healthcare service delivery improves.
- The Integrated IT provides Adi Husada Undaan Wetan with full visibility of their service performance quality for continuous improvement.
- Handles 500 outpatient transactions, 150 inpatient transactions and 200 medical support transactions, daily.
- The modular Fujitsu's blade server architecture provides Adi Husada Undaan Wetan with the flexibility to scale the IT infrastructure as they expand.

### The benefit

The project began with the deployment of PRIMERGY servers at Adi Husada Undaan Wetan's data centre, followed by the roll-out of the ESPRIMO Desktop PCs in three batches. QPRO played a major role in ensuring the applications ran smoothly on the new Fujitsu infrastructure. The project team was able to resolve challenges during the deployment and implementation. "We now have a fully integrated IT system as the key enabler in pursuing our mission to offer the best healthcare service to patients and customers. Our goal is to improve customer satisfaction therefore the speed and accuracy of service delivery is somehow unavoidable," said Dr. Edhy. The integrated system means less time in processing transaction. Moreover, this integrated system allows the management at Adi Husada Undaan Wetan to measure their service performance quality for continuous improvement.

Using the new infrastructure built upon Fujitsu PRIMERGY and ESPRIMO, Adi Husada Undaan Wetan handles 500 outpatients, 150 inpatients and 200 medical support customers (from Laboratory, Radiology and Pharmacy) on average, on a daily basis. However as the hospital plans to introduce new services, Dr. Edhy expects the number of transactions per patient/customer will increase. Adi Husada Undaan Wetan also plans to introduce the use of Electronic Medical Record (EMR) and Electronic Health Record (EHR) system and is revamping its Radiology department by putting in new equipment to boost efficiency. The hospital is also keen to implement a Business Intelligence system to facilitate well-informed decision making.

Both the PRIMERGY BX600 and BX620 are blade servers specifically designed to run large scale applications. Most importantly, the architecture of those blade servers provides a highly scalable server infrastructure to accommodate future requirements of Adi Husada Undaan Wetan. The Fujitsu PRIMERGY BX620 can accommodate up to 10 industry-standard LAN ports, making its performance among the highest level in the industry, while it also helps simplifying network design during server consolidation. The server comes with six ports that are extendable to 10. The Coolsafe design of PRIMERGY servers brings the additional benefit of energy efficiency to Adi Husada Undaan Wetan.

### Products and services

- Fujitsu PRIMERGY BX600
- Fujitsu PRIMERGY BX620
- Fujitsu ESPRIMO Desktop PC

"The modular Fujitsu's blade server architecture provides us with the flexibility to scale up the IT infrastructure as we expand our services in the future," said Dr. Edhy. "We are looking for Fujitsu to be our long-term partner in providing the best healthcare services for the country."

### Conclusion

At modern hospitals today, such as Adi Husada Undaan Wetan, the quality of healthcare services for patients is measured from the IT system and infrastructure; particularly the server infrastructure. This needs to be highly accommodative of new and future service innovations such as EMR and EHR. With regard to the Hospital Management System (HMS) integration project, Fujitsu has laid out a flexible, scalable and cost-effective server infrastructure for Adi Husada Undaan Wetan, allowing the hospital to introduce new services swiftly. The Fujitsu blade server architecture is the best investment for the future of Adi Husada Undaan Wetan.

**"The modular Fujitsu's blade server architecture provides us with the flexibility to scale up the IT infrastructure while expanding our services in the future."**

Fujitsu is committed to supporting Adi Husada Undaan Wetan in providing the best healthcare services in the country.

### About Fujitsu Indonesia

Fujitsu Indonesia was established in 1995 under the name of PT. Fujitsu Systems Indonesia. Headquartered in Jakarta and with a number of service centers in Jakarta & Surabaya and more than 20 authorized service providers across Indonesia, Fujitsu Indonesia has a vision to become a leading provider in IT, communications and customer-focused business solutions.

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