

# Case Study

## Terveystalo

»The importance of ICT is extremely critical for Terveystalo's business.«

Tuomas Otala, CIO, Terveystalo



### The customer

Terveystalo is the largest healthcare service company in Finland. It offers versatile healthcare, occupational healthcare, medical and examination services in nearly 150 clinics around Finland. Its customers include private individuals, companies and communities, insurance companies and the public sector.

### The challenge

Terveystalo has approximately 60,000 registered appointments every week. The whole interaction process with patients is automated. Symptoms, diagnosis and medication are being documented into the patient registration system. Additional diagnoses such as follow up, laboratory visits or x-rays are also registered into the system. Invoicing patient visits and notifications to the financial system are being sent automatically.

Terveystalo has a fairly small IT division and is therefore in need of a partner to handle its IT. Its business is based on information technology and its continued growth requires resources.

Stringent data protection requirements set conditions for health IT. "In the end, healthcare is an encounter between people," says Tuomas Otala, CIO at Terveystalo.

### The solution

Terveystalo signed a new Patja agreement at the beginning of 2013, having put the contract out to tender with an emphasis on continuity and extreme confidentiality in client interaction.

In terms of basic ITC services, Fujitsu is Terveystalo's sole service provider. Fujitsu also manages Terveystalo's application servers. Due to long opening hours and the critical nature of healthcare services, these ICT services must be highly available.

### The customer

Country: Finland  
Industry: Healthcare  
Founded: 2001  
Employees: 6,500  
Website: [www.terveystalo.com](http://www.terveystalo.com)

**Terveystalo**

### The challenge

Information was dispersed in several different systems. Fujitsu wanted to manage sales and marketing through one up-to-date system.

### The solution

Microsoft Dynamics customer relationship management system integrated with Microsoft Outlook email application. The system can also be accessed with a web browser.

### The benefit

- Patja enables smooth changes in operations
- Fujitsu takes responsibility in developing Terveystalo IT environment
- Standardized operating model facilitates integration of IT in mergers and acquisitions

### Products and services

- End-user and support services
- LAN services
- Application management
- Communication services
- Mobile services
- Products
- License management
- Patja Easy

### The benefit

Frequent reorganizations and moves make change a constant fact of life at Terveystalo. Acquisitions have presented challenges of their own during integration with its systems. Rapid growth of this kind prompted Terveystalo to choose a comprehensive Patja outsourcing service. "With nearly 190 sites across the country, there was no way we could manage our IT services in-house," comments Mr Ojala.

"On the day that an acquisition agreement is signed, we simply contact Fujitsu and the agreed Terveystalo ICT systems are put into place at the new site," he continues.

Ojala advocates standardization and overall simplicity in ICT. "If we had to give even a second's additional thought to which configuration should be used by any given site or workstation, the whole thing would never work," he says.

Standardization is also needed in order to meet the requirements of Terveystalo's customers. Most of these are fairly large companies looking for consistent practices and reporting across the country.

Extensive outsourcing has put minds to rest within Terveystalo on ICT issues. "In practice, Fujitsu's 'machine hangar' is part of our extended family and organization," Mr Ojala says.

Terveystalo has also chosen Fujitsu to continue the maintenance of its basic ICT systems, following a new tendering round. "Thanks to our long-term partnership of several years, Fujitsu knows our environment and is able to suggest areas in need of development."

### Conclusion

Improving IT efficiency and increasing standardization will grow according to Ojala. "The focus of development is moving towards how new possibilities can enhance IT. Our challenge is to use the benefits obtained by IT in other areas such as business development.

"Another example is that healthcare companies expect we make use of patient data in a proactive way, for example if employee sick leave ratio increases we are asked to come up with proactive solution and actions to solve the issue," Ojala concludes. Reporting items enable it to identify health hazards of the working environment in ergonomic or other hidden problems.

Electronic communication is one of the future developing trends for Terveystalo. Service platforms are handled by Fujitsu end-user and managed services.

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