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 platforms 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 solution
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’s now occupy 65% of the total desktop PC population at Adi Husada Undaan Wetan Hospital.

The customer
Country: Indonesia
Industry: Healthcare
Founded: 1927
Employees: 852
Website: 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
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’s now occupy 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 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.

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.