



Case Study: Leading Hospital in UAE

About the Company:

The Hospital benefits from being a strategic part of the EHL Management Services portfolio, owned by the Dubai-based leading Private Group, Medi-Clinic Corporation (South Africa) and GE Healthcare. The Medi-Clinic Corporation manages 51 hospitals in South Africa and three in Namibia, and owns Hirshlanden AG, the leading hospital group in Switzerland which has 13 hospitals. These strategic alliances enable The Hospital to be at the cutting edge of international medical practice, thereby enabling hospital to implement these indispensable strategies into local work.

Business Challenges

The Hospital wanted to increase the number of existing bed capacity from 210. They also have taken over the few large clinics in the UAE. They wanted to go live with these clinics and addition of new beds. Hospital Database was crashing once in a week when ever they were trying to increase the number of users on the database for the hospital management application. This resulted into downsizing the number of users and was creating problem in incresing the business which was directly affecting there revenue.

Nihilent's Role:

Nihilent accessed the situation by analyzing the problem area and future requirement. Based on the input received, Nihilent went ahead and did the feasibility study of the existing system. After doing the feasibility study, Nihilent had suggested 3 options to improve the system performance along with the high availability without investing any additional money on the existing or new system. Following recommendation were given and executed successfully at the Hospital.

1. Database Performance Tuning on the existing Active/Passive setup.
2. Migrating from Active/Passive installation to Oracle RAC Active/Active Installation.
3. RMAN backup and recovery setup for continuous maintenance of backup.
4. Application Query optimization.

Benefit Achieved

With Nihilent assistance in the performance tuning of their existing system, the hospital could increase their number of users from 100 to 160. Due to this the hospital could add more beds to the existing hospital which resulted into more revenue generation to the hospital.

Nihilent had also suggested moving from active/passive setup to Oracle RAC Active/Active setup using the Oracle ASM technology which does not require any additional license on the Clustering side, saving the investment on OS clustering. After moving their Database to Active/Active setup they could double the number of users to 320 as 2nd server resources has been utilized. This has resulted in adding more clinics to the existing system which has started generating more revenue for the hospital.