

Case Study : MIMSYS Assets & Facility Maintenance Solution

CANADAIN SPECIALISTS HOSPITAL – DUBAI



Background

Canadian Specialist Hospital is one of the largest private hospitals in Dubai and the institution of choice for referrals from small and medium-sized medical centers that lack some of our specialized diagnostic and treatment facilities. CSH has grown to become one of the most advanced and comprehensive healthcare institutions in the region.



Canadian Specialist Hospital provides a wide range of medical services and houses most of the surgical facilities of Dubai. Continuous development and investment in technology, medical expertise and support facilities have contributed to the hospitals' current stature as one of the preeminent medical institutions in the Middle East.

The Canadian Specialist Hospital (CSH) is the leading multispecialty, acute-cum-critical care referral hospital catering to the tertiary health care needs of the Middle East. Equipped with world class facilities and expertise. Embodying the qualities of world class hospitals in professional expertise and technology of international standards. Streamlined efficiency of services. Courteous personal attention and meticulous cleanliness. Today, we are home to more than 30 specialized centers, covering almost every segment of medicine and more than 700 patients arrive at Canadian Specialist Hospitals each day.

Challenge

CSH was seeking Asset and facilities management system that could manage its substantial asset base amounting to multi millions in value. CSH also required a system that would allow it to ensure compliance of its facilities. We needed consistency through a central system we could use across all our departments Bio medical, IT, Facility services, general Maintenance said Hospital Finance and Operations Manager, Abdul Shukoor Anakaran. Initially, CSH had paper-based systems for facilities, and maintenance management using excel sheets for maintenance schedules which had many operational challenges and affected consistency of Assets availability.

Solution

The MIMSYS Asset and Facility maintenance solution can be offers many features and functionalities to manage the maintenance activity for equipment's, facility and components. Maintenance and Asset Managers can quickly discover actionable insights to improve asset and maintenance practices by

specifying maintenance budget on SLA and maintenance orders track and manage asset availability and performance along with asset breakdown analysis to ensure work tasks are managed more efficiently.

Unique Features

- Complaint Management(Assigning, Transferring, Reopening)
- Maintenance Director & Functional Manager Desktop
- Work Order & Work Entry Management
- Facility to Track Assets
- Service Level Agreement Management.
- Facility to record Accidents
- Meter Reading Entry
- Customized Custodian Desktop
- Facility to maintain Asset Transfers
- Renewal, Maintenance Alerts via SMS/ Email
- Task Scheduling
- Facility Maintenance
- Physical Location Structure
- Handling of Disposed, Damaged and Lost Assets
- Detailed Reports for all Transactions

Benefits

MIMSYS Asset and Facility Maintenance Solution understand the unique needs of tracking assets for healthcare organizations. With efficient Asset & Facility management practices in place, medical staff and maintenance team can spend less time trying to locate assets and more time focused on delivering quality care to all patients. MIMSYS AFMS has helped us :

- Increased equipment availability
- Spend less time locating assets and enhanced equipment utilization
- Prevent loss and deter theft
- Reduce operating and maintenance costs
- Reduce cost and time for compliance reporting
- Better Vendor SLA contracts
- Manage support and maintenance contracts with agreed SLA contracts
- Longer Facility and Equipment operating hours and higher availability
- Identifies trends and highlights potential problem areas for Assets and facilities.
- Enable fast decision making (ensures stakeholders involved for Asset & Facility Maintenance have accurate information on complaints placed, action taken for repair or replace, costs associated for maintenance, vendor SLA's for maintenance program)

Customer Say

“By automating the input of user complaints, maintenance requests and scheduled maintenance with the dispatch of work orders to vendors and the monitoring of work in progress (SLA). Our Asset and Facility Service Coordinators have more time to manage exceptions and ensure that every Equipment or service request is completed successfully. **Ensure the availability of Assets with users and hygiene Hospital environment with better facility services ”**

Mr. Abdul Shukoor Anakaran, Finance and Operations Manager

About MIMsys

MIMsys has more than 15 years of experience in the Healthcare Domain to design and develop Enterprise Healthcare Solutions. MIMsys offers flagship solutions “MIMsys Hospital ERP” and “MIMsys Clinical Laboratory ERP” for Healthcare Institutions of all types and categories. With its balanced team of skilled functional and technical consultants MIMsys ensures for successful implementations of Healthcare projects with clients well within the time and budgets. MIMsys continuous improvement approach enables it to offer clients on-time support and updates for the solutions.

MIMsys is a development partner for SAGE; providing its functional solutions to cover the comprehensive needs of the customers who have done substantial investment on their enterprise management solutions.

MIMsys offers functional add-on solutions for SAGE 300 ERP (Middle East Human Resources Management Solution, Fixed Asset Management Solution and Asset and Facility Maintenance Solution)

For more information about MIMSYS, please visit www.mimsystech.com

About SAGE group PLC

Sage is a leading global supplier of business management software and services for small and mid-sized businesses. The Sage Group plc, formed in 1981, was floated on the London Stock Exchange in 1989 and now employs more than 12,600 people and supports more than 6 million customers worldwide and operates in 24 countries covering UK, Europe, North America, Middle East, South Africa, Australia, India and China.

For more information about Sage, please visit www.sage.com