

REFERENCE



UNIVERSITY HOSPITAL BASEL

Reduced system copy effort. Improved process reliability.

Industry
Healthcare

Software
Libelle **SystemCopy**

Application
SAP S/4HANA®
Medical applications

Hardware
HP Superdome
VMWare Server

2022

CHALLENGE

IT at the University Hospital of Basel has become very complex due to constantly changing functional requirements, legal requirements and the trend towards digitalisation in the healthcare sector. Areas that were previously independent of each other are becoming more and more interconnected. Processes are being accelerated. The SAP environment therefore needs to be regularly updated.

SOLUTION

Libelle **SystemCopy**

SUCCESS

Despite the increasing complexity of the IT environment, the effort required to update SAP systems has been significantly reduced. Process reliability was improved. Previous post-processing has been eliminated. This freed up capacity to deal with the increasing complexity of the IT landscape.





Errors that were always possible in the past during system refreshes are eliminated.

Freidoun Younansardaroud
IT SAP Specialist
Universitaetsspital Basel



The 44 clinics of the University Hospital Basel cover the entire spectrum of human medicine. In addition, there are eight medical centres in which various specialists work closely together in specific fields of treatment. The emergency centre is the first point of contact for medical emergencies in north-western Switzerland. End of 2020, the University Hospital Basel had a total of 7,637 employees. This makes it one of the largest employers and one of the largest educational institutions in the region.

Challenge

Increasing complexity and the need to refresh the SAP systems

The IT landscape at University Hospital Basel (UHBS) is constantly changing. New legal requirements and medical documentation have to be implemented on the technical side. This also increases the complexity of the SAP environment. Around 50 virtual servers serve the various SAP applications, the SAP databases and the connected systems for medical applications and office communication. Naturally, the entire landscape is mirrored. This places high demands on IT management, especially when it comes to SAP refreshes. HP Superdome servers and various servers with virtual machines for the Windows applications are used as hardware. Approximately 5,000 active users access the SAP environment. The medical department also uses the SAP applications along with documentation, coding and billing applications.

The complexity of IT at UHBS is growing: on the one hand, the degree of digitalisation in the healthcare sector is constantly increasing. At the same time, there is increasing pressure to speed up processes and implement new applications. In addition to the core SAP Healthcare application, UHBS has modules for human resources, finance and controlling, logistics and materials management, as well as commercial applications and billing for healthcare services. Application users need a way to seamlessly integrate new functionality into the IT environment.

Until now, IT has had to carefully plan change management and timelines for changes to the SAP environment well in advance. This was mainly because system upgrades required a lot of effort. „For our business processes, we only perform three to six system copies per year, i.e. two per system landscape. That doesn't sound like much, but the challenge is that around 30 other clinical applications - including many non-SAP systems - need to be copied at the same time,“ explains Freidoun Younansardaroud, IT SAP specialist at the University Hospital Basel. The pressure to change and innovate also means that all those responsible for modules in the SAP landscape have to be involved at all times. This is especially true because system updates also affect medical applications. As a result, a lot of rework was necessary, which could be automated using the Libelle solution.

Solution Approach

Automation and sandboxes

There are two automated system refreshes per year for each of the three production systems for S4/HANA, SAP Healthcare and ERP, as well as Human Resources. Additional system refreshes only occur when developers need fresh data for the test environment. The patching of the system has also been simplified since the implementation of the Libelle solution.

Libelle **SystemCopy** was implemented in just a few days. The adaptation of the templates to the processes at UHBS went quickly and smoothly. The people responsible for the modules were always involved, so that the continuity of the business processes was always guaranteed, especially due to the complexity of the system.

„We are extremely satisfied with Libelle's customer service,“ says Younansardaroud: „Whatever our concern, we get a quick response that is really of help.“ With Libelle, users don't get a black box working in the background, but every step is fully comprehensible, the settings are varied and offer flexibility,“ continues Younansardaroud. „The graphic display is also very user-friendly.“

Success

Time savings through automation

A complete change process takes now a maximum of two weeks and involves fewer people. Where previously all module manager had to be involved, today the admins of the respective developments and the modules concerned are sufficient. Libelle **SystemCopy** has also significantly reduced implementation time.



Libelle Insights

Improved IT services for internal customers

Internal users at UHBS now enjoy a more reliable, compliant SAP environment. The largely automated process of system updates with **SystemCopy** has significantly reduced planned downtime for maintenance tasks.

With Libelle **SystemCopy** the IT department has gained time and freed capacities for the maintenance and further development of the systems and applications.

The accurate and error-free execution of system refreshes relieves the SAP Basis staff and all module managers. Libelle **SystemCopy** has also been a great help in the development of SAP applications in sandboxes. Due to the positive experience with Libelle **SystemCopy**, the introduction of Libelle **DataMasking** for the anonymisation of data records for SAP applications is currently being prepared.

Improved process reliability

„The automated system copies have resulted in all related business and IT processes running more accurately,“ explains Freidou Younansardaroud. Automation has also improved IT documentation. „Libelle **SystemCopy** provides an extremely clean log,“ says Younansardaroud.

The system updates have also improved IT flexibility. This, in turn, has led to better networking between UHBS departments.

Post-processing runs automatically

With the templates for Libelle **SystemCopy**, Freidou Younansardaroud and his SAP Basis administrators can be sure that all databases, files, folders, links and settings are transferred correctly and according to specifications. The post-processing, which used to take one or two days, is now automated. This eases the overall situation and also allows for ad hoc system updates. Younansardaroud concludes: „In the past, errors were always possible. But the errors that used to occur when manually refreshing the system no longer exist.“



Would like to learn more?

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