

# Business intelligence & enterprise-wide data reporting

A pediatric hospital embarks on a path to eliminate complexities within its information and data environment to prepare for the adoption of a robust business intelligence platform.

## Client's challenge

A large pediatric hospital challenged by an environment with myriad and disparate data and information systems faced complexities with its reporting processes across multiple departments. The hospital determined that these issues were caused by:

- Inconsistent data definitions across and within multiple applications
- Unreliable reports stemming from discrepant reporting and publishing tools across functional areas
- Difficulties in benchmarking functional units due to reliance on a complex, manual, time-intensive validation process for reconciling internal systems and external databases
- Redundant reports due to a lack of clear reporting frameworks within service lines and across departments

To rectify its reporting environment the hospital wanted to implement an enterprise-wide data warehouse solution that included a business intelligence component. The client requested PricewaterhouseCoopers' (PwC) assistance with this endeavor.

## PricewaterhouseCoopers' Advisory solution

Before undertaking the development of a data warehouse and business intelligence solution, PwC's seasoned professionals advised the client to first assess its reporting climate and phase out disparate systems and processes. This way, the hospital would not be introducing yet another system into an already complex atmosphere.

To assess the client's reporting environment and recommend an appropriate solution for the client, the team set out to:

- Review existing technology tools, reporting processes, and stakeholder perceptions of the framework's potential value and vulnerabilities
- Identify and recommend reporting needs and recurring themes through personnel interviews
- Understand reporting requirements and complexity by reviewing the processes for report generation and the content of key sample reports

Once the team gained a thorough understanding of the provider's needs, it developed a robust roadmap to help the client phase out its complex systems and processes prior to adopting an enterprise-wide data warehouse and business intelligence strategy. The proposed roadmap initiatives clearly defined quick wins and specific roll-out activities for implementation. To facilitate adoption and promote a successful outcome, the team:

- Benchmarked the proposed solution against the existing reporting framework to compare how well each application could meet current and anticipated operational, analytical, and reporting needs
- Performed due diligence on the available vendor solutions to develop a manageable list of potential solution vendors
- Worked with the client to rank organizational priorities and dependencies within the data warehouse reporting solution

### Impact on client's business

The client now has a significantly greater understanding of the inefficiencies and redundancies in its reporting framework and clear accounting of the additional costs it incurred by operating without a structured framework. The PwC team's clear differentiation of operational and analytical reporting requirements helped hospital leadership understand the importance and benefits of applying a business intelligence strategy. Additionally, the implementation roadmap made it possible for the client to focus its efforts on its most critical areas for improvement.

### For more information:

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