

Client Success Story

# Silicon Valley Hospital Funds Patient Care Initiatives and IT Innovation



## El Camino Hospital

**Client Profile:** This cutting-edge hospital has a long history of IT innovation, beginning in 1965 when hospital staff worked with a leading aerospace company to develop the first software ever used in the practice of clinical medical care. Today the hospital offers state-of-the-art technology and highly skilled staff dedicated to the comfort and well-being of its patients.

**Industry:** Healthcare

**Geography:** Mountain View, California

**Revenue:** \$1.2 billion

**Employees:** 3,250

**Applications:** PeopleSoft 9 HCM, General Ledger, Payables, Payroll, Materials Management

**Operating System:** Windows

**Database:** Microsoft SQL Server



*"The savings that we've gained from switching to Rimini Street have been reallocated to medical equipment, enhanced analytics, business intelligence and electronic medical record systems, to name a few projects—all improving patient care."*

**Dave Zucker**

IS Director of Business Applications  
El Camino Hospital

In the heart of Silicon Valley, El Camino Hospital has a culture that is very excited about information technology and understands its many benefits to patients and staff.

### The El Camino Hospital Challenge

El Camino Hospital uses PeopleSoft applications to support its back-office operations. As part of its strategic IT planning, the hospital determined that current PeopleSoft releases were extremely stable and mature, and could easily continue to support business operations for years to come. However, annual maintenance fees for the PeopleSoft system were expensive and did not provide good value in return for the fees. El Camino Hospital was determined to reduce its IT budget without sacrificing critical support services.

"I think Oracle has a solid product with PeopleSoft," says Zucker. "It's a world-class leader in both financials and human resource management. But while we're happy with the software, we were challenged with the cost of support." That challenge was intensified by the economic crisis of the late 2000s. Lower birth rates, uncertainty over healthcare coverage and reimbursements and changing healthcare purchasing behavior have mandated expense reductions—without compromise to resources and the quality of care. Faced with the pressure of finding ways to be more cost-effective, so they could make clinical devices and technologies available for their patients, Zucker's team explored alternatives.

### The Rimini Street Solution

The board was willing to support switching to Rimini Street because they knew that the savings could be directly applied to a range of initiatives, like medical devices, clinical information technology, expanded data warehousing, analytics and bundled payments and shared risk in the financial area.

## Benefits

- Improved support value with high-touch responsiveness to critical and non-critical issues, and greater than 50 percent cost savings over vendor support.
- Funded innovation by reinvesting cost savings into electronic medical record and analytics technologies—as well as infrastructure upgrades.
- Extended the life of current PeopleSoft release, with customization support and timely, tailored tax, legal and regulatory updates.

*“Rimini Street has been highly responsive, highly reliable, highly professional and highly knowledgeable—and when you compare that to the price we’re paying, it seems like a very high-value equation and business model.”*

### **Dave Zucker**

*IS Director of Business Applications  
El Camino Hospital*

## For More Information

To read more about El Camino Hospital or to read other client success stories, visit [www.riministreet.com/clients](http://www.riministreet.com/clients).

“Rimini Street impressed us with the value of their support program and their demonstrated experience with other healthcare clients,” says Zucker. “Healthcare is undercapitalized and we have to make tough decisions yet still provide patients with the best care, quickly. The service and responsiveness received from Rimini Street have been excellent and the savings that we’ve gained have been reallocated to medical equipment, enhanced analytics, business intelligence and electronic medical record systems—all improving patient care.”

## Client Results

By selecting Rimini Street, the hospital has been able to reduce annual support costs, enjoy guaranteed 30-minute response times with 24/7/365 coverage and receive vital tax, legal and regulatory updates.

El Camino Hospital found a way not only to reduce the annual cost of maintaining and keeping its systems running, but also to delay any major PeopleSoft upgrades because Rimini Street will support its PeopleSoft 9 applications for a minimum of 15 years. Avoiding unnecessary forced upgrades frees up time and resources, as does receiving support for the hospital’s PeopleSoft customizations, which include supply chain interfaces and reports, and the hospital’s org chart within PeopleSoft.

Freed from Oracle’s upgrade agenda, and with the help of savings from annual maintenance fees, upgrade avoidance and customization support resources, the Hospital is addressing a number of aging platforms in its IT infrastructure. These include non-current versions of Windows servers, Microsoft SQL Server and Internet Explorer.

“These things keep changing faster than we can keep up with them, says Zucker. “One concern is that if we try to move to a supported level of some Microsoft product, we could very possibly break something in our PeopleSoft applications. So we’re looking at ways to upgrade these systems or implement workarounds. And we’ll need Rimini Street’s help with that.”

Experienced Rimini Street engineers can help with upgrades to database, hardware, server operating systems and desktop operating systems. They can develop and document a technology roadmap and proof-of-concept solutions that will help keep a client’s enterprise applications running as other layers of technology change. In the area of browser compatibility, experts provide encapsulation strategies that insulate enterprise applications from changes among different versions of browsers. Methods include browser plugins, application virtualization and desktop virtualization. These advanced technology support services are available at no extra charge, and Zucker plans to leverage them.

“By now, our team has gone through instances of all shapes and sizes—the kind that you have with any kind of software product—and tells me that they’re very, very pleased with Rimini Street.”

## Worldwide Headquarters

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