Montefiore

Quote

"If we considered and selected SAP as our state-of-the-art business solution, we expected their recommendation of TOPCALL to share that vision. We were not disappointed," recalls Mr. Ken Kinkopf, the person responsible for Montefiore's systems and controls, and BIS Project Manager.

Montefiore Medical Center is one of New York's largest and most highly regarded progressive health care providers. As the University Hospital for the Albert Einstein College of Medicine, it is the keystone of an academic medical center that ranks among the best in the USA. The leadership for programs of patient care, medical education and biomedical research is provided by an outstanding faculty of clinicians and scientists, who place Montefiore on the leading edge of the knowledge and technological advances that benefit patients.

Challenge

Far more than a hospital, Montefiore is one of the largest and most comprehensive integrated health care delivery systems in the USA, providing quality medical care to the 1.5 million people living in New York's Bronx and lower Westchester counties. Montefiore employs 8,000 people in a modern medical center that includes two major acute care hospital divisions, a home health agency, a large medical park, nursing homes, 27 primary care and three specialty care centers.

With this extensive geographic network, a variety of programs and a frequent critical need for supplies, Montefiore sought change to take the medical center employees and their departments' needs into the next century with increased efficiency and streamlined communications. Today, Montefiore is leading the way with internal procedures to improve the quality, responsiveness and accuracy of work within the medical center. Montefiore selected SAP as their integrated business application to consolidate purchasing and acquisitions for improved performance. Concurrent with their successful implementation, Montefiore began looking for a fax and messaging solution that would integrate seamlessly and transparently with SAP, would provide a high level of automation and create a paperless environment.

Solution

TOPCALL provides complete platform integration with SAP R/3, providing transparent centralized inbound and outbound fax delivery into the purchasing stream of SAP. To support Montefiore's objectives for reliable, quality messaging, TOPCALL's fully integrated solution facilitates the fax jobs of today, and is poised to add a messaging link for the medical center's users in the near future. TOPCALL integrates with SAP to give Montefiore's users and administrator a powerful, transparent communication tool, which greatly enhances their SAP client.

Healthcare

Montefiore

Quote

Mr. Kinkopf reflects, "I wanted one solution that worked hand-in-hand with our goals. I wanted a seamless solution not pieces of a product. TOPCALL offered me the integration I needed with SAP plus the option to bring GroupWise into the equation. It has all worked together very well."

With positive first impressions of TOPCALL products and mana-gement, Mr. Kinkopf felt confident he was selecting the right company to work with his project.

Says Mr. Kinkopf, "I was very pleased with my first conversation with TOPCALL. I found them to be professional, knowledgeable and not pushy. I walked away with a good feeling, which has extended throughout our dealings with TOPCALL. The ex-perience has been superb. The one constant is that when TOPCALL promises, it's happening. TOPCALL has been an excellent business partner."

Solution (Continuation)

Montefiore also wanted to bring 200 outreach departments into the enterprise. Cabling would have been cost prohibitive. They are currently implementing R/3 ver. 3.1H. With the Internet tying them together, these departments are now part of the whole program. And, with TOPCALL providing the fax and messaging for the enterprise, the plan for paperless automation continues to grow from the purchasing module, to human resources, with payroll and asset management, and beyond. Mr. Kinkopf has a plan and vision that embraces the entire institution with the executive information systems transparently linked with all clinical departments by the year 2001.

Result

The TOPCALL solution provides Montefiore with fax transmissions (sending and receiving) directly from the workstation. The system reduces paper and printing costs, saves time and increases efficiency, eliminating the need to physically walk to a freestanding fax machine. Additionally, purchasing becomes truly centralized with desk-to-desk forwarding to purchase order and requisition centers thereby improving order management, trimming response time and cutting the business transaction cycle.

The new master plan provides a consistent, yet flexible, procedure for processing purchase orders. The vision is to streamline the medical centre SAP R/3 purchasing module, where 60% of all purchase orders now originate. Working with TOPCALL, users can send and receive purchase orders in the module, speeding turnaround time and increasing efficiency. Says Mr. Kinkopf, "Our goal is to make every user a contract specialist and to have our system work seamlessly from purchasing to acquisitions to stock replenishment."

Future

With a new millennium upon us, a pragmatic Mr. Kinkopf continues, "We've been thoroughly pleased with TOPCALL. R/3 is a truly configurable product so you need not go back to the vendor for changes. In R/3, I can adapt quickly to government or internal institutional changes because it is configurable. SAP doesn't age. It leaves a sophisticated audit trail and TOPCALL ties right in with this, giving us total automation with fax and, next, e-mail."

With TOPCALL solidly integrated into SAP R/3, the Montefiore Medical Center has realized a critical strategic objective in its SAP implementation. Fax and messaging are centralized, seamless, transparent and working hand-in-hand as a strong base for the medical center's critical infrastructure development.

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