

## QlikView turns Bouman GGZ into “clicking” addict

“What is so good about QlikView is that managers can view the latest information any time they want.”

*Kees Schenkels, Head of ICT, Bouman GGZ*

With a workforce of over 850, Bouman GGZ is the largest mental health organization in the Netherlands, specializing particularly in addiction. Bouman provides services at over fifty locations in the Zuid-Holland-Zuid region, spread across the municipalities of Rotterdam, Schiedam, Vlaardingen, Dordrecht, Leerdam, Gorinchem and Spijkenisse. Besides treating addicts, Bouman disseminates information on the dangers of drugs and alcohol abuse.



### Compartmentalized

At the end of 2005, Bouman GGZ was faced with a very compartmentalized information system. Kees Schenkels, Head of ICT explained, “The Planning & Control and Finance departments provided managers with information from our financial system (Decade). HR delivered data from our HRM system (Beaufort) and the Clinical group delivered data from our healthcare system

(User). Each department did that in its own way, with its own tools: Excel, Cognos or Oracle. After a few days the managers received a print-out or an Excel sheet with the information they had requested. Not exactly a model of efficiency and customer-friendliness. At the same time, a need was emerging to combine the data from the three systems. Personnel, financial and clinical data is often interconnected and that’s how the management wanted to see it. But it wasn’t possible: everything was compartmentalized.”

The need for integrated information and a more efficient method of information-sharing prompted the search for a Bouman-wide BI solution at the start of 2006. According to Schenkels, “Because we work a lot with Oracle we set up a pilot with Oracle tools. Unfortunately, getting the data together from the source systems and presenting it in a user-friendly manner proved pretty complicated. So, I expanded my search – also to the Internet, where I ran into the QlikTech site. What appealed most was that you could find out about QlikView online, even if you weren’t a customer: through detailed documentation, demos and e-learning courses. I also liked the combination of a data warehouse with BI in one solution. So I downloaded the trial version. It worked like a dream and gave me an excellent impression of the countless possibilities of QlikView and how simple it was for the builder and the

### Solution Overview

#### Bouman GGZ

Largest mental health organization in the Netherlands, specializing particularly in addiction

#### Industry

Healthcare

#### Function

Executive, Operations, Finance, Human Resources

#### Geography

The Netherlands

#### Challenges

- Distill information from the three main business systems
- Raise efficiency to make healthcare more affordable
- Generate real-time management information

#### Solution

Bouman GGZ extended QlikView to 30 employees in less than 2 weeks. With QlikView, Bouman GGZ now analyzes patient, personnel and financial data to improve overall healthcare. As managers have direct access to the latest information, they are in a better position to make decisions. With QlikView Server, Bouman GGZ easily supports security and visibility, while handling large data volumes.

#### Benefits

- Combined data warehouse and BI in one solution
- Removed compartmentalization focus in the organization to create enterprise platform
- Relieved the support departments and raised efficiency and productivity
- Provided the management with the latest information for improved decision-making

#### Data Source Systems

Application: Beaufort, Decade, User DW / BI: Cognos, Oracle BI  
Database: Oracle, Excel  
Hardware: HP Proliant

#### QlikTech Partner

JIS Netherlands

end-user. Enough reason to set up a second pilot – together with software supplier JIS. It was such a success (we had accomplished more with QlikView in two days than with Oracle in eight) that we lost no time ordering the package.”

**Information factory**

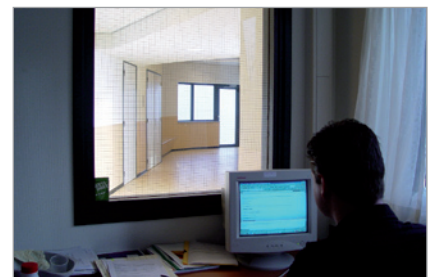
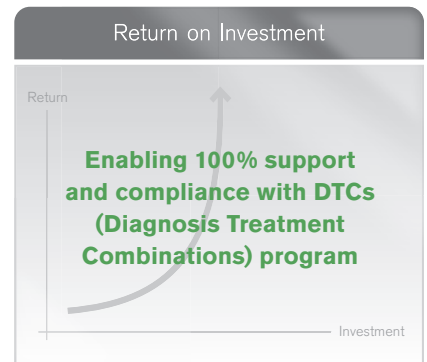
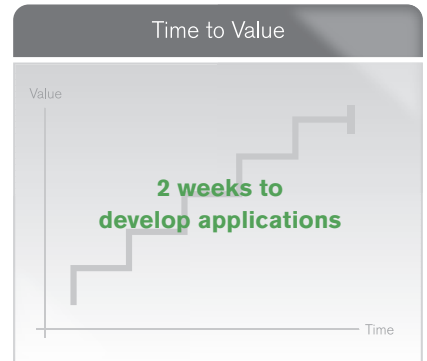
In the spring of 2006 Bouman started the implementation of QlikView, the engine behind the “information factory”. It all ran fairly smoothly, but the data owners were causing a bottleneck. “At first it was difficult getting them to leave their departmental mindset and come into line,” Schenkels recalls. “They were scared of losing their grip on what had always been their job. But they soon saw that QlikView would significantly ease the burden on their department by collecting (and refreshing) information from the source systems during the night and placing it for perusal in the QlikView file on the server. At present, around 25 people can retrieve this information: directors, cluster managers and support staff. This number will increase, as we are offering more and more operational information via QlikView. In the course of 2007 team managers and administrative workers will also be able to access the database due to, amongst others, the introduction of a new finance system, based on Diagnosis Treatment Combinations (DTCs).”

The introduction of market forces in the healthcare sector – aimed at raising efficiency and making healthcare more affordable – is forcing Bouman GGZ to work along more commercial lines.

Schenkels states, “Starting from 2008 we will be accountable for the entire program on the basis of the DTCs and not separate activities and treatments, as in the past. Financial management data will be absolutely essential then. Being a useful tool, QlikView doesn’t only show you where the costs are coming from or how long someone has been in a clinic, it also sends out signals. For example, if a patient hasn’t turned up for an appointment or treatment within thirty days, QlikView can remind the healthcare professional that it’s time to close the DTC and settle the bill. Well, if it stays open, we miss out on the revenue. A DTC may continue for only one year. QlikView gives us notice in good time if the deadline has expired. Then the DTC has to be closed and a new one opened.”

**Consistency**

“What is so good about QlikView is that managers can view the latest information any time they want: about DTCs, their budgets, personnel data... you name it. And all it takes is a few mouse clicks. The data is also consistent which prevents arguments and misunderstandings. It wasn’t always like that. In the past, loads of Excel sheets used to circulate, often with different information,” says Schenkels. “As you are combining data from different systems the whole organization has to agree on what the data means and how it interrelates. In the past, each department had its own interpretation. So now there is more consistency at that (meta) level as well. Hardly a superfluous luxury, but if



you don’t agree on how to register data you won’t be able to combine them well. We would have been a lot slower to realize that without QlikView.”

“ The trial version that I downloaded worked like a dream. ”

*Kees Schenkels, Head of ICT, Bouman GGZ*