Teamwork made to measure in hospital

“For us this is a new kind of cooperation - and it works perfectly.”
Franz Buffon, CIO, KBS
Franz Buffon, CIO at KBS (cantonal hospital Basel), can now relax in the knowledge that his SAP systems are in the very best of hands. He calls KBS’ relationship with HP, “the optimal solution.” HP has installed a monitoring tool in KBS, which is used by the hospital during the daytime. During the night, the monitoring messages are sent to HP, whose specialists immediately and independently analyse the messages. If there are any potential issues, a member of the support team at HP is sent on site to monitor the situation and take any necessary actions. Any issues are documented, and KBS is constantly kept informed. Any problems, performance, trend analyses and planned changes are discussed during monthly reviews. “For us this is a new kind of relationship - and it works perfectly,” said Franz Buffon.

**Dynamic contract with HP**

KBS uses SAP R/3 as its ERP solution with the addition of IS-hospital, which monitors and records the admission of patients. The aim of out-tasking is to ensure an uninterrupted 24x7x365 operation of the SAP system at KBS. “HP provides proactive services to prevent potential problems at the hospital, and operates the monitoring of the system environment for the early detection of potential or acute problems, as well as for trouble shooting in defined areas,” says Urs Dannenmann, business manager at HP’s SAP Competence Centre. In addition, there are planned assignments for the support of the KBS operation within the scope of a separate agreement. The basis of the out-tasking agreement, which Franz Buffon calls “extremely dynamic”, are the existing hardware and software support agreements.
The responsibilities of KBS and HP have been clearly defined. The hospital assumes operational responsibility and also the running of the SAP systems. These responsibilities are divided into seven areas (layers). For the proactive prevention and reactive solution of system failures in four areas (SAP Basis, database, operating system and hardware platform), HP provides specialists and monitoring tools, either remotely or on site. The problems in the other three areas remain the responsibility of KBS, with secondary support from the HP team. This team is responsible for all services in its system environment and is available to KBS from Monday to Friday during regular business hours. Furthermore, a specialised HP/SAP hotline is available around the clock.

Fast problem resolution
The partnership between KBS and HP works as follows: if a business critical failure is reported outside regular working hours (evenings, nights or weekends) by phone or tool-based, the HP team starts the process of problem detection and initiates the restart of the system in accordance with the guidelines in the account support plan. The point of contact defined in the account support plan will be informed accordingly, and escalation procedures are initiated if necessary.

If a problem occurs within regular working hours and the KBS IT specialists are not able to solve it, they contact the HP team, who immediately start problem detection and initiate the restart of the system.

HP Services
- Support Specialists and monitoring tools
- 24x7x365 support
- Shared or out-tasked services

Customer at a glance:
Industry sector: Public sector - hospitals
Name: cantonal hospital Basel (KBS)
Headquarters: Basel, Switzerland
Telephone: +41 61 265 2525
URL: www.kantonsspital-basel.ch
### Challenge

- KBS needed a support system to monitor its SAP R/3 solution.
- It needed to ensure continuous high-availability by having 24x7x365 support of its systems.

### Solution

- KBS out-tasked the monitoring and support of the SAP systems to HP.
- HP provides proactive monitoring to prevent problems occurring.
- Guaranteed provision of specialists and monitoring tools, either remotely or onsite.

### Results

- Uninterrupted operation of SAP systems 24x7x365.
- Knowledge and support is always on hand.
- Risk of critical systems failure affecting business has been significantly reduced.

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**HP is a form of insurance for KBS**

In case of critical system failures, HP support is available all year round, and at any time of the day or night. The support team immediately start the analysis and definition of the cause of any potential issue, recording information regarding the failure, and if required, coordination of the assignment of additional resources. Thus, the management of the solution process remains controlled by one team during all phases, with KBS being constantly updated on the status of the activities.

The advantages of out-tasking for KBS are obvious. The hospital has a strong relationship with HP, as well as the benefits of HP’s partnership with SAP. HP’s partnership with SAP provides KBS with a proactive resource for the prevention of hardware and software failures. In addition, working with HP results in cost savings, as KBS does not have to have its own resources available at night or weekends. Furthermore, KBS now has a more flexible solution, with the possibility to extend or reduce services if and when required.

“We already had experience of calling on HP’s services in an emergency, and everything worked perfectly,” enthused Franz Buffon. He believes it is an ideal situation to have SAP knowledge in-house again and at the same time be able to count on HP as a strong partner – a form of insurance for KBS. “We have been able to call upon HP’s support on various occasions.”

Find out more about the alliance between HP and SAP, visit [www.hp.com/go/sap](http://www.hp.com/go/sap)

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