

Hannover Medical School
Hannover, Germany
www.mh-hannover.de/index.php?id=2&L=1

Industry
Higher Education and
Research

Products and Services
Higher education, hospitals,
healthcare

Employees
7,560

Revenue
€728 million

SAP® Solution
SAP® Customer Connection
Program for Healthcare –
Patient Management

Taking Better Care of Patients with the SAP® Customer Connection Program

One of Germany's leading university hospitals relies on SAP for key tasks such as patient management. In daily hospital operations, everything must run quickly and effectively – and software has to support this. Together with SAP, Hannover Medical School optimized its SAP® solutions in line with its needs. As a result, many other organizations can now benefit from this too.

Before: Challenges and Opportunities

- Make existing software more intuitive
- Simplify and secure processing of sensitive data in order to prevent errors in patient registration, for example
- Find areas for improvement and quickly identify specific changes to resolve them

Why SAP

- Considerably closer collaboration with SAP
- Focus on a single IT provider to reduce costs
- Direct contact with SAP developers to handle specific issues

After: Value-Driven Results

- Improved data quality by avoiding duplicate entries for patient master data, as well as other factors
- Higher software stability, leading to reduced error rate
- Simplified maintenance of historical data in customization tables
- Almost every initiated improvement already in productive use

“With this program, customers can make sure they are always heard and that their wishes are directly addressed.”

Tatjana Neitz-Kluge, Head of IT, Hannover Medical School



Better

quality, especially for master data

Efficient

use of SAP solutions

Reduced

costs due to eliminating the need for additional solutions from third-party providers and the accompanying maintenance fees

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