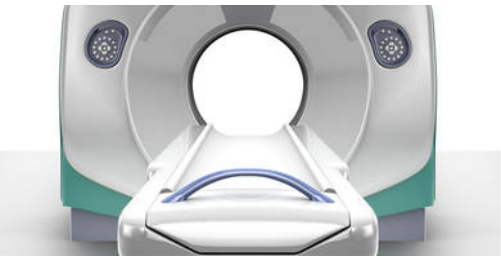
Customer Profile

St. Luke's gains new efficiencies in interface design with Cloverleaf.



Facts at a glance

Products: Infor™ Cloverleaf Integration Suite
Industry: Healthcare/Hospitals and Health Systems
Country: USA

"I can walk out of a meeting with interface specs and have messages ready to test within an hour."

—William E. Couch, Project Manager Infrastructure Applications, St. Luke's Episcopal Health System

About the organization

St. Luke's Episcopal Health System employs more than 4,000 staff members and consists of six hospitals, two diagnostic and treatment centers, two medical clinics, and three emergency care facilities in the Houston area. The organization serves as a teaching hospital for two medical schools and has also been selected as a Magnet Hospital for Nursing Excellence by the American Nurses Credentialing Center. To learn more, visit http://www.stlukestexas.com.

Challenges

- Replace an aging healthcare IT integration platform.
- Upgrade existing interface environment with minimal impact on current users.
- Reduce time required to develop new interfaces.
- Decrease internal resources required to develop new interfaces and support the ongoing daily production environment.

Benefits

- Provided a scalable, robust interface platform.
- Added global enterprise interface monitoring capabilities from a single instance.
- Achieved uninterrupted application integration during migration—with 100% scheduled software and hardware uptime.
- Converted more than 200 point-to-point interfaces and 140 FTP scripts in just 6 months, using an internal team.
- Reduced support requirements from four interface analysts to one.
- Empowered interface team to take on more interface development projects, with support from Infor customer service teams and the Cloverleaf user community.

"Familiarity, stability, and reliability of the application, plus Infor's commitment to making the conversion work, were all selling points that contributed to our decision to choose Cloverleaf."

—William E. Couch, St. Luke's Episcopal Health System

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