



Customer Profile

SESCAM improves asset health and saves with Infor EAM Enterprise.



Facts at a glance

Solution: EAM

Products: Infor™ EAM Enterprise

Industry: Healthcare/Hospitals

Country: Spain

"We have reduced our response times and eliminated most paper, and we can maintain historical data. We also have improved our cost controls, and we've streamlined our process to be more efficient, thanks to Infor EAM's centralized system."

—Francisco Caballero García, General
Direction of Economic and Infrastructure
Management, SESCAM

About the organization

The Health Service of Castilla-La Mancha (SESCAM) is part of the National Health System of Spain and provides services to the provinces of Albacete, Ciudad Real, Cuenca, Guadalajara, and Toledo. SESCAM is a public funded entity that ensures universal healthcare. The SESCAM has 18 hospitals; 15 specialty, diagnostic and treatment centers and 200 primary healthcare facilities. To learn more, visit www.sescam.jccm.es.

Challenges

- Manage both facilities and medical equipment from a single system, and reduce excessive purchasing and inventory costs from disparate systems and practices.
- Reduce reliance on paper and the telephone to generate parts and applications.
- Improve visibility and communications among all 18 hospitals and more than 200 other healthcare centers of SESCAM network.
- Unify and standardize maintenance criteria and conditions.
- Maintain historical data to allow analysis of costs and failures.

Benefits

- Gained real-time corporate-wide visibility and benchmarking.
- Substantially improved asset performance to avoid downtime, and extended the useful life of most assets, delaying capital investments.
- Used Infor EAM Enterprise to monitor and audit assets according to official regulations.
- Streamlined processes among 1,720 users, 205,000 system assets, and 1,000 weekly work orders, greatly reducing paper and reliance on phone conversations.
- Gained ability to quickly communicate incidents that the system provides, and to allocate human and material resources, resolving issues much faster.
- Made significant progress in consolidating asset maintenance at all centers and in saving money in purchasing and inventory.

"Our most outstanding gain is that each center can see what the others do. We feel more supported, faster and efficient. We are unifying and standardizing maintenance processes so the most technically advanced centers guide the others, resulting in a more effective management of knowledge."

—Francisco Caballero García,
SESCAM

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