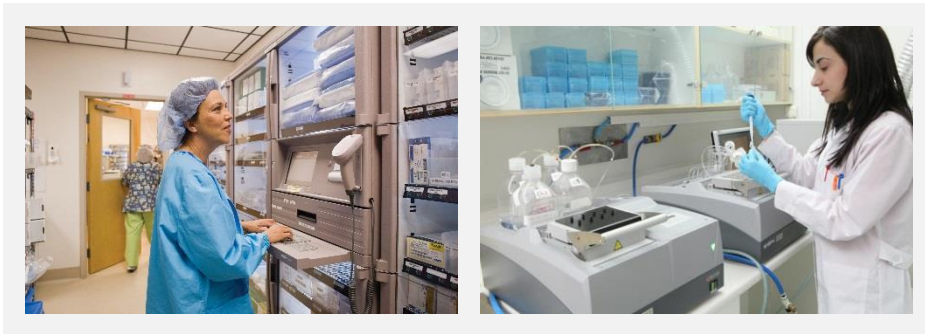# Case Study
Life Healthcare

Client Background

On Key has been implemented at more than 50 Life Healthcare hospitals across South Africa and Botswana as the preferred asset management system during 2006-8. Some of the well known hospitals in the group are: Vincent Palotti in Cape Town, St Georges in PE, Fourways and Eugene Marais in Gauteng, St Dominics in KZN to name a few.

Key Challenges

The biggest challenge was the size of the implementation and the physical location of each hospital which made communication, training, project workshops and travel logistics a daunting task.

"Since we implemented the Pragma On Key system we increased our Inspection and Preventive Maintenance at the St Georges Hospital from an average of 80% in January 2008 to 95% in September 2008."

Derek Niehaus - Life Health Care

Pragma Intervention

The strategy was to develop as many as possible generic processes and standards from a head office perspective and then to roll out the project per regional area. To ensure buy-in from all users, regional On Key road shows and change management campaigns were launched so that representatives from all hospitals could give input. This proved to be successful as On Key was implemented in 11 months (November 2006 to end of September 2007) across all hospitals, an achievement on both Pragma and Life Healthcare side.

Value Add

- On-line asset register
- Automatic inspection preventive maintenance
- Cost per asset
- Standardising work planning and control procedures across all hospitals
- Standardising KPI reporting across all hospitals.

Inspection preventive maintenance compliance as per legal and safety standards.

Tools and Technology

- On Key enterprise asset management system
- Seamless interface with financial system (Smartstream).

Business processes were developed, documented and communicated for:
- asset acquisition and disposal
- staff movement (new and redundant)
- changes to inspection preventive maintenance schedules
- spares, direct purchase and contractors expenses via cost interface to Smartstream.

pragma

asset management | engineered

www.pragmaworld.net