



FROM  **eB2Bcom**

*The leading staff and services directory solution for the Health industry
– now available as a Managed Service*

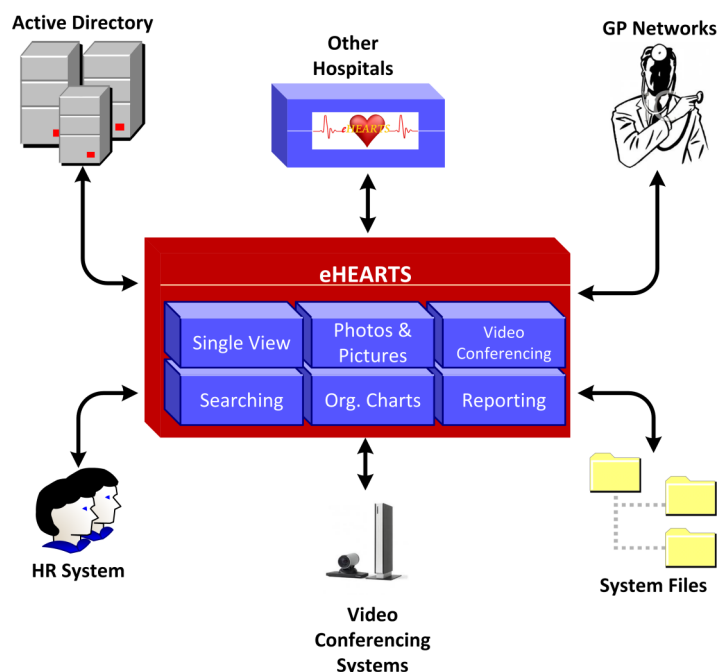
eHEARTS

- Is a resource for healthcare providers which delivers a hospital or health region with a centralised publishing point for staff, contractor, visiting identity information, and single point of update for all Allied Health contact information.
- Holds additional information such as photos and maps that are not included in Active Directory and other existing repositories.
- Provides a very user friendly web interface with extremely powerful search capabilities that removes user frustration with “near miss” searches that fail.
- Is not intended to replace current existing silos of identity, but rather to augment and join different systems together.
- Will, however, replace the manual processes that many health organisations have needed to implement to allow staff to find information that sits isolated in separate applications or systems.

As a result of continual restructures, amalgamations, alliances, centralisation, and the eventual de-centralisation, most Hospitals and/or Health Regions do not have a trusted authoritative source of information on staff, contractors, health professionals and associated resources. Because of these continual changes important information is spread across different IT systems and databases, is often incomplete, missing, often duplicated, and often out-of-date.

This leads to errors, inefficiencies, waste, user frustration, and often security vulnerabilities. In addition to this, eServices of various kinds have begun to proliferate across the Health industry, including video conferencing, instant messaging, electronic health records, and numerous hosted (“Cloud”) applications. Most of these require a source of identity information, especially where they need to span different regions/facilities/departments.

eHEARTS enables the centralisation of contact & services information



The System

eHEARTS is a virtual appliance that can operate standalone or that can “sit in front of” Active Directory, as well as many other applications. It includes a ViewDS software platform, a preconfigured schema designed specifically for hospital and regions, and preconfigured web-based user interfaces with optional localised logos.

Key Features

Centralised Repository

eHEARTS provides a single trusted central point for information about internal staff, contractors, external staff resources, health professionals, and other related data. It can automatically obtain information from other repositories such as Active Directory, HR and payroll, telephone and call centre systems, and other systems. It can also contain and publish other locally managed data for which there is no other source.

This could include:

- Pictures
- Maps and locators
- Staff and payroll Information
- Non payroll staff - consultants, contractors, volunteers, research students, etc.
- Network identities from Active Directory
- Local and community GPs and Allied Health professionals
- Functions and Roles - Duty Nurse, emergency reception, on-call reception, etc.
- Resources (e.g. Meeting rooms) locations, booking details and contact
- Committee groups - linkages of resources into groups
- External contacts such as GPs, Health clinics and other Hospitals.
- Video conferencing capabilities and details

Automated Data Integration

eHEARTS can leverage existing hospital systems and processes to produce an up-to-date view of contact information. The regular automated synchronisation of staff and organisational information provides provisioning and de-provisioning of staff and automated maintenance of the core Directory information.

Corporate applications receive a ‘copy’ of eHEARTS information through automated synchronisation.

Examples are Windows Active Directory, Switchboard Interface, Finance, Payroll and Contract Management, Call Accounting System, Administration Systems and HMO systems. At all times the source data remains in the originating systems, meaning there is no impact on existing systems.

Unique Searching Capabilities

Users such as call centre and reception staff often have poor or incomplete information on which to base their searching: names can be mis-heard, transcribed incorrectly or shortened. Furthermore there is a wide range of names from different languages.

eHEARTS supports a range of approximate matching functions to support searches by human users.

These include:

- phonetic matching - e.g. "fisotheraphy" will match "physiotherapy"
- typing correction - compensates for missing and transposed characters
- stem matching - e.g. "optics" will match "optical"
- synonym matching - e.g. "Bob" will match "Robert", "cancer" will match "oncology"
- abbreviation matching - e.g. "NSW" will match "New South Wales"
- word matching, including word synonyms, word phonetic matching and typing correction

Delegated Access control

Access controls protect privacy and sensitive information from inappropriate disclosure and provide a delegated administration model allowing differing levels of update to be made by a number of identified 'Stakeholder' groups. For instance the cost centre managers are responsible for the accuracy and maintenance of information specific to their staff within their cost centre. Both Role-based and Attribute-based access controls can be supported, with fine grained access control based upon a combination of factors such as time of day also possible.

Single Sign On (SSO)

'Single Sign On' can be based on the user's Windows account. This reduces the maintenance cost and removes the need for administrators to maintain user authentication credentials in eHEARTS.

User Self Service

The information in any directory is only useful if it is up to date. eHEARTS features advanced delegated authoring functionality, which empowers staff to maintain their own key personal contact information within the directory. For example, a staff member could update their mobile phone details, working hours, or preferred contact method without requiring assistance from administration staff. This new information can then optionally be pushed back into other systems such as HR or email.

Additional Features

Some of the additional features in **eHEARTS** include:

- Departmental phone listings and reports can be automatically generated from eHEARTS providing real time information which can be presented on the screen and printed on demand.
- Organisation charts can be generated dynamically from the information stored in eHEARTS, and automatically updated when staff change.
- A large number of tailored reports can be generated from eHEARTS

Return on Investment

Based on customer experience, the system pays for itself within 12 months (depending on procurement model) by:

- Savings of 1-2 headcount from reducing information preparation, duplication and multiple handling
- Staff savings of 2-3 headcount in Support Desk/Reception area because of accurate data and optimal searching interface
- Time efficiencies of faster and more accurate searching and finding of information
- Improved security from accurate and up-to-date personnel information

Procurement Options

A **Perpetual Licence** for software, schema and first year maintenance fee
From \$30,000

A **Subscription Service** on a monthly fee basis, including software, schema, and maintenance
From \$1,925 per month

Managed Service

eHEARTS is also offered as a managed service that offers the complete facility including software, maintenance, implementation, support and sysadmin, all for a one-time set-up fee and a continuing monthly, quarterly or annual subscription fee.

This provides a complete and operating eHEARTS directory for the cost of one "medium" cost headcount, and without capital cost or additional internal support resources. Further details on application.

From \$4,125 per month*



** \$10,000 set up cost is additional*

Configuration Options

Standard Features	Standard Hospital Schema
Incorporation of local logo	Automated seamless provisioning of relevant data from primary Active Directory
Sign on using MS Windows credentials	Web interface
Specialised search page format for switchboard/call centre staff	Secure link to eB2Bcom for Management access
Self service and delegated administration to authorised staff	Virtual Appliance including single production ViewDS
Optional Features	Additional sync connections via CSV templates
Approval process workflow	Sync routine to integrate/ replace switchboard, call centre
Tailored schemas and web interface	Additional “complex” sync connection (e.g sync to additional Active Directory instances)
SPML connections to allow provisioning from remote systems	Interface to external data sets, such as Police Stations, local councils etc
Subscribed searches using RSS	Cost centre reporting
Physical location maps within hospitals	Customised reporting such as Cost centre reporting and employee reporting



+613 9851 8600 (Australia)

+65 6336 4730 (Singapore)

sales@eb2bcom.com