

CASE STUDY 

An OEM Solution to Effectively Manage Patient Financial and Administrative Documents

Maincare Solutions offers a full range of hospital administrative solutions which allow healthcare organizations to manage their activities in order to gain efficiency, optimize their resources and control quality and budget. The Maincare administrative suite is comprised of M-GAM for administrative management and invoicing, M-GELF for economic, logistics and financial management and M-RH for human resources and payroll management. Working on an accelerated timeline, Maincare Solutions was looking to add the capability to effectively manage patient financial and administrative documents to their administrative suite. To achieve this, they considered two alternatives—they could develop an Electronic Document Management (EDM) solution themselves (using market requirements to guide them) or they could partner with a company to provide them with a proven EDM solution that was currently operational for a significant number of client companies. Maincare Solutions also felt that any potential partner should be able to provide advice and guidance and ensure a good implementation of this specialized functionality. In the end, Maincare Solutions opted to select an OEM partner. This decision was strategic for Maincare Solutions as it allowed them to quickly respond to a market need while allowing their resources to maintain their focus on the development of their main solutions.



About Maincare Solutions

Located in Canéjan (near Bordeaux), Maincare Solutions is a company with 19 years of experience delivering advanced solutions for healthcare. The company's key focus is to help public and private healthcare organizations, payers and insurers succeed in their digital strategy for the benefit of the patient. More specifically Maincare Solutions delivers innovative solutions for implementing patient care pathways at regional or national level: hospital admission, discharge, transfer, resource planning, therapy planning, patient records, prescriptions, etc. In France, the group supports 80% of regional healthcare organizations in providing comprehensive and coordinated patient care across territories via digital service platforms for professionals and patients.

Partnering with **Ennov** allowed Maincare Solutions to quickly meet market demands without causing interruption to their core business

The Solution: Ennov Doc and REST API

Maincare Solutions performed an analysis of all participants in the EDM market and more specifically, market participants that offered free technical solutions or were specific to the healthcare industry. Ultimately, Maincare Solutions identified Ennov as their OEM provider of choice. According to Jean Christophe Simon, Director of the M-GELF offerings at Maincare Solutions "Initially, Ennov demonstrated the capabilities of its solutions which are built on a unified content management platform and adapted to the regulated content management requirements of our customers. Thanks to their experience in the healthcare industry, Ennov could also provide us with the specific support required by this market segment while their brand recognition within healthcare establishments served as a quality guarantee for our customers. Finally, the involvement of the Ennov management team during the initial phases of collaboration was an important element in our choice."

Maincare Solutions primarily uses the functionality provided by Ennov Doc (Ennov's comprehensive EDM module) via the Ennov's REST APIs. Other related services such as the PDF conversion service, LDAP synchronization, OCR module, scanner connector, document import, and configuration transfer are also used in the Maincare solution. Currently, 35 healthcare establishments use the Ennov EDM solution as part of their Maincare administrative suite. Maincare Solutions feels their partnership with Ennov and integration of Ennov Doc has enabled them to meet their regulatory requirements while achieving their commercial objectives. "Our customers are very satisfied with the Ennov solution – the functionality provided by Ennov meets the requirements of both a demanding administrative environment and a complex technical environment" adds Simon.



"This partnership is undoubtedly a real success which is confirmed by our ambition to expand our commercial relationship. This success relates as much to the technical solution as to the service and support offered by the Ennov team to its partner"

Jean Christophe Simon
Director of M-GELF Offerings
Maincare Solutions

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Conclusion

- › **Compliant Content Management:** 35 healthcare organizations rely on Ennov EDM technology to manage patient and financial information documents in a regulatory compliant manner.
- › **Expertise and Commitment:** Ennov's technical capabilities, experience serving the industry, brand recognition among healthcare organizations and management support provided Maincare Solutions with a strong foundation on which to build the partnership.
- › **Comprehensive Functionality:** Maincare Solutions leverages a wide variety of Ennov Doc functionality within their solution via the Ennov REST API.
- › **Strategic Partnership:** Choosing to partner with Ennov was a strategic decision for Maincare Solutions as it facilitated a rapid response to market demands while not interrupting the development of their main solutions.