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## Pantai Holdings gives booster shot to its IT systems

HEALTHCARE provider Pantai Holdings is improving its information technology (IT) infrastructure to more efficiently manage business operations.

The company has embarked on a project called Charms (Complete Hospital and Records Management System) which will create a centralised IT environment with which it will manage the administration, financial and clinical operations at its 10 hospitals in Peninsular Malaysia.

Pantai said the revamp of its IT infrastructure is part of a rebranding exercise that it hopes will further strengthen its dedication and commitment to delivering the best healthcare services.

Its chairman, Tan Sri Datuk Mohamed Khatib Abdul Hamid, said Charms will help Pantai to tackle the challenges in the healthcare industry, such as rising costs, more competition, the need for more effective talent and resource management, and meeting the needs of patients.

"Hospitals must innovate to keep up with these demands and this is why we came up with the Charms project," Mohamed Khatib said.

He said Pantai's hospitals collectively handle higher than 100,000 admissions a year and Charms will help it stay on top of this situation, and more.

"The gradual implementation of Charms is expected to help our hospital staff to quickly access patient data and reduce the time it takes to admit or discharge patients," Mohamed Khatib said.

Charms will also help the Pantai group achieve real-time visibility of financial and management data through a single source.

"With this, we can draw up more accurate financial and procurement policies which will help us control our finances more efficiently," he said.

Pantai will be working with its technology partners, healthcare IT solutions company Eclipsys International, and business solutions company Revere



**BETTER MANAGEMENT:** The Pantai hospital in Kuala Lumpur. Pantai is implementing Charms to create a centralised IT environment for its 10 hospitals in Peninsular Malaysia.

Technologies Sdn Bhd to implement Charms over a 36-month period.

Charms will run on Eclipsys' Sunrise Enterprise 5.5 system while Revere Tech will power it using Oracle e-Business suite, release 12. Revere Tech is a certified Oracle Platinum Partner.

Pantai has laid down the foundation for Charms and is aiming to go live at two of its hospitals — Gleneagles in Ampang and Pantai Hospital in Kuala Lumpur — by September, next year. — **JO TIMBUONG**