Vektis

Enabling affordable, high-quality care with deep insight into medical insurance data

Overview

The need
Vektis wanted to offer its clients in the Dutch healthcare industry actionable insights to help them design affordable, comprehensive insurance products – but exploding data volumes lengthened time-to-insight.

The solution
The organization implemented the IBM® PureData™ System for Analytics, reducing manual effort, freeing up time for analysis and accelerating complex reporting queries by up to 100 times.

The benefit
As it spends less time preparing data and more time on analytics, Vektis can deliver the deeper insights its clients need to drive improvements to healthcare across the Netherlands.

In the healthcare industry, delivering the highest standard of care from a limited budget is a key priority. For insurers, this means creating policies that include the appropriate treatments at the optimal cost; but how?
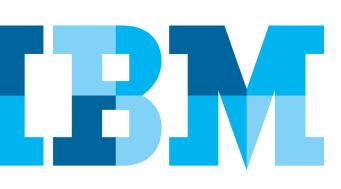
Vektis, a leading information services provider for the Dutch healthcare system, accelerated its analytics with the IBM® PureData™ System for Analytics solution. Today, the organization can uncover actionable insights for its clients in the healthcare industry up to 100 times faster – enabling improvements that drive up the quality of healthcare across the Netherlands.

Setting the scene
Based near Utrecht, the Netherlands and employing 100 people, Vektis is an information services organization that provides a wide range of reports on the Dutch healthcare system. Today, the organization collects, collates and analyzes data on the cost and uptake of medication, medical devices and hospital treatment to help providers, insurers, patients, and policy-makers to improve the care experience.

Satisfying complex information requests
With both the volume and complexity of information requests from its clients growing, Vektis faced the challenge of delivering deeper insights into complex data faster than ever before.

Collating and analyzing greater volumes of more complex data can strain traditional data-management infrastructures. "Using the IBM PureData System for Analytics solution, we can harness a 100-fold performance boost to deliver deeper insights into our ever-growing amounts of healthcare data," says Harry Wiltenburg, ICT Manager at Vektis.

Solution components

- IBM® PureData™ System for Analytics
- IBM Cognos® Business Intelligence

IBM Business Partner

- Imtech ICT

Harry Wiltenburg, ICT Manager at Vektis, says: "Vektis supports the entire healthcare industry with a number of vital products and services, which enable informed strategic decision-making and policy creation.

"Our reports reveal how the healthcare system is working in practice; for instance, which clinics and hospitals offer certain procedures most cost-effectively in their care-sales agreements with insurers and with the best outcomes for patients, and which drugs are best for treating certain conditions while minimizing the total cost of care. Generating such reports requires data on thousands of patient experiences, procedures and prescriptions at hundreds of healthcare centers.

"Providing rapid insights requires a high-performance data warehousing environment. In recent years, we have seen an explosion in the amount of data that we collect across the healthcare industry – increasing the complexity of the reporting process dramatically and putting a strain on our data warehousing infrastructure."

Faster insights improve healthcare services

In the past, Vektis relied on a series of large databases to support its analytics processes. However, as the volume, velocity and variety of its data sets grew, the organization's data scientists were forced to spend more of their time preparing the data than on analytics. In addition, querying the large databases was time-consuming – delaying the delivery of reports to clients.

"We wanted to deliver reports to our clients on the same working day as the request," says Wiltenburg. "To achieve that goal, we needed a fresh approach to our data warehousing systems behind the scenes."

Trusted partner, proven solution

Based on its positive experiences with IBM Cognos® Business Intelligence software, part of the IBM Watson™ Foundations portfolio, Vektis engaged its trusted IBM Business Partner Imtech to help accelerate its queries.

Wiltenburg says: "We have relied on IBM Cognos software to drive our analytics processes for many years. In that time, we have always found Imtech to be an expert integration partner, as well as a trusted advisor to the business."

After a thorough evaluation of its requirements and a successful proof-of-concept (POC) exercise, Vektis decided to augment its analytics process with the IBM PureData System for Analytics appliance.

"During the POC, we put the IBM PureData solution to the test in demanding analytics scenarios," says Wiltenburg. "Although there were some teething problems along the way, we were so impressed with the performance of the solution that we decided to move forward with a full-scale deployment."

"Our aim is to empower our clients to improve healthcare across the Netherlands – and the performance of IBM PureData is a key enabler."

— Harry Wiltenburg, ICT Manager, Vektis

Selecting the IBM PureData system for Analytics

Working together with Imtech, Vektis successfully implemented the IBM PureData system within just two months – with no disruption of day-to-day business activities.

Wiltenburg comments: "Our experiences from the POC were major assets during the implementation process. By capturing potential technical issues and our end users' reporting requirements well in advance, we were able to streamline the process from end to end."

Accelerating queries by up to 100 times

With the IBM PureData System for Analytics solution at the heart of its analytics process, Vektis has achieved its aim of accelerating its business analytics processes – enabling it to meet its clients' demand for deep, timely insights.

"In the past, the length of time that queries took to complete meant that complex enquiries required days to answer," says Wiltenburg. "With IBM PureData, we can execute queries up to 100 times faster than before. This means that we can answer most of our clients' requests by the very same afternoon."

Enabling higher-value analytics

The new IBM solution is also helping Vektis to spend less time on preparing its data, and more time on high-value analytics.

"With IBM PureData, we have no need to perform time-consuming indexing processes," says Wiltenburg. "We now load data into the appliance overnight, and the next morning we have up-to-date healthcare data at our fingertips.

"Furthermore, because our data scientists no longer need to spend a large part of their day preparing data for analysis, they can focus on developing deeper, more advanced reports and working on special research projects.

"Moreover, because the same amount of work can be completed within a shorter period of time, our team is now investigating the possibility of uncovering insight in new areas – for example, developing reports to combat fraud, which is estimated to amount to a significant percentage of the industry's overall spend."

Wiltenburg concludes: "Ultimately, our aim is to empower our clients to improve healthcare across the Netherlands – and the performance of IBM PureData is a key enabler of that goal."

About Imtech

Founded in 1993 and headquartered in Gouda, the Netherlands, Imtech is a leading solutions provider. With 26,000 employees and operations in 25 countries, the company has proven expertise in a comprehensive range of solutions, including managed services, infrastructure and business intelligence. In the Netherlands, Imtech's ICT division employs 500 people.

To learn more about products, services and solutions from Imtech ICT, please visit: imtech.com/nl/ict

For more information

To learn more about IBM PureData solutions, contact your IBM representative or IBM Business Partner, or visit the following website: **ibm.com**/puredata

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