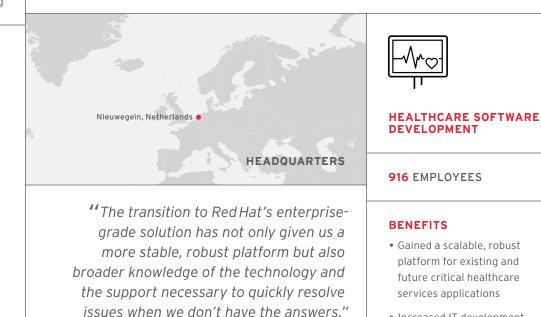redhat

NEXUS NEDERLAND B.V. BUILDS STABLE FOUNDATION FOR HEALTHCARE SOFTWARE WITH RED HAT

nexus | nederland

SOFTWARE AND SERVICES

Red Hat® JBoss® BPM Suite

Red Hat Consulting

NEXUS Nederland B.V., a division of NEXUS AG, provides software solutions to the healthcare industry. As the company's solutions become increasingly complex, NEXUS Nederland needed to improve issue troubleshooting and resolution and ensure stability for critical services. With help from Red Hat Consulting, NEXUS Nederland upgraded from a community-supported business process management (BPM) solution to Red Hat JBoss BPM Suite. With this stable, robust platform, backed by Red Hat support, NEXUS Nederland can focus on improving and creating innovative products instead of time-consuming code maintenance and troubleshooting.

Nieuwegein, Netherlands ●

HEADQUARTERS

HEALTHCARE SOFTWARE DEVELOPMENT

916 EMPLOYEES

BENEFITS

- Gained a scalable, robust platform for existing and future critical healthcare services applications

- Increased IT development efficiency

- Improved IT issue resolution and long-term strategy with support from Red Hat Consulting

"*The transition to Red Hat's enterprise-grade solution has not only given us a more stable, robust platform but also broader knowledge of the technology and the support necessary to quickly resolve issues when we don't have the answers.*"

MARC STERENBERG
COMMERCIAL DIRECTOR, NEXUS NEDERLAND B.V.

ENSURING STABILITY OF CRITICAL HEALTHCARE APPLICATIONS

NEXUS Nederland B.V., a division of NEXUS AG, is a software provider to the European healthcare sector with revenue of €107 million. NEXUS Nederland offers customer billing and patient file solutions for hospitals, clinics and health authorities, with an increasing focus on Electronic Health Record (EHR) applications that offer digital versions of patient data.

To support its products, NEXUS Nederland used jBPM, a business process management (BPM) platform developed by the JBoss open source community. However, as NEXUS grew and industry needs evolved, the company's products became more complex.

"As we've transitioned to EHR offerings, the stability of our systems is increasingly important," said Marc Sterenberg, commercial director, NEXUS Nederland. "It's a problem if a customer invoicing app is down for a couple of days, but completely unacceptable if a patient's health records are unavailable."

In addition, the community-supported jBPM platform began to prove unstable and time-consuming to troubleshoot. As NEXUS Nederland offers increasingly critical data access and services, consistent delivery is vital.

"At the time jBPM suited us," said Erik Toet, development manager at NEXUS Nederland. "Our product portfolio wasn't that wide, and we had an appetite for learning about and problem solving with the technology. But with customers expecting uninterrupted service, the community version became too much of a risk."

As a result of several immediate issues and ongoing stability concerns, the company decided to upgrade to a fully supported enterprise BPM platform that would not only offer a more robust foundation for customer services but also include experienced technical support.

"We can try and fix a problem for one customer, but it's much harder with six customers on the line," said Sterenberg. "We shouldn't be busy searching for solutions. Our resources should be directed at improving and creating products."

UPGRADING TO A SUPPORTED, ENTERPRISE PROCESS MANAGEMENT PLATFORM

NEXUS Nederland considered several local third-party vendors and service providers before choosing Red Hat Consulting. Within a week of the initial call, Red Hat consultants began working on resolving critical issues.

Red Hat Consulting and NEXUS Nederland then decided to replace jBPM in the company's IT environment with Red Hat JBoss BPM Suite, an enterprise version of the open source platform. Red Hat JBoss BPM Suite includes intuitive tools that simplify and speed development of new products and services, such as analytics that identify process inefficiencies and bottlenecks to support continuous improvement.

"The migration was something we could do for ourselves, since the two systems are very similar, but Red Hat simplified the process by managing the upgrade," said Sterenberg. "They broke the migration down into quick, simple steps that allowed us to fix issues at every stage. Everything was fully in place within four weeks."

ESTABLISHING A ROBUST FOUNDATION FOR BUSINESS PROCESSES

GREATER STABILITY FOR CRITICAL SERVICES

With Red Hat JBoss BPM Suite, NEXUS can ensure customers have access to their healthcare data and important services.

"In healthcare, downtime is unacceptable. And we operate in a small country with maybe 85 hospitals. If there is a problem at one, the others know about it," said Sterenberg.

As a result of improving the quality and stability of its software, NEXUS has experienced increased customer satisfaction. "They appreciate the improvements, even if they're not aware of the upgrade behind it," said Sterenberg.

IMPROVED I.T. EFFICIENCY

Upgrading to enterprise Red Hat JBoss BPM Suite has also helped NEXUS Nederland work more efficiently.

"We no longer have to maintain lots of complex, unnecessary code," said Toet. "Less code means less maintenance, which means more time for high-value projects."

For example, NEXUS Nederland used Red Hat JBoss BPM Suite to create an application module for hospitals to support their full operations on the company's applications, including patient registration, diagnostics, treatment – such as activity planning and medication prescriptions – nursing, operating theater management, and billing.

"With the NEXUS / WORKFLOW MANAGER module, business and care processes can be modeled using a third-party tool, then imported into our application to easily create and monitor workflow items for users or departments," said Sterenberg.

ACCESS TO EXPERIENCED, PROFESSIONAL SUPPORT

With jBPM, NEXUS Nederland had to rely on community support to resolve issues. By engaging Red Hat Consulting, NEXUS Nederland gained access to expert guidance and knowledge from professional consultants.

"The transition to Red Hat's enterprise-grade solution has not only given us a more stable, robust platform but also broader knowledge of the technology and the support necessary to quickly resolve issues when we don't have the answers," said Sterenberg.

PLANNING A LONG-TERM STRATEGY WITH A TRUSTED PARTNER

By partnering with Red Hat, NEXUS has gained access not only to guidance to help its healthcare customers operate successfully, but also a trusted partner to help improve the company's long-term IT strategy.

"We now have a partner who understands our business," said Sterenberg. "As we look to create solutions for data sharing among hospitals or transition our solutions to the cloud, we'll need a partner that can help us make strategic technology choices. There is a willingness at Red Hat to engage with us in these conversations. With Red Hat, we're in a better place to see what's coming and plan for the future."

ABOUT NEXUS AG

NEXUS AG is one of the leading healthcare software companies in Europe. With more than 830 employees, it supplies hospitals, rehabilitation institutions, and senior citizen homes with IT applications in 19 European countries and in the Middle East. It is specialized in innovative software solutions, which make work substantially easier for users in obtaining information and in medical documentation.

ABOUT RED HAT

Red Hat is the world's leading provider of open source software solutions, using a community-powered approach to provide reliable and high-performing cloud, Linux, middleware, storage, and virtualization technologies. Red Hat also offers award-winning support, training, and consulting services. As a connective hub in a global network of enterprises, partners, and open source communities, Red Hat helps create relevant, innovative technologies that liberate resources for growth and prepare customers for the future of IT.

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NORTH AMERICA	EUROPE, MIDDLE EAST, AND AFRICA	ASIA PACIFIC	LATIN AMERICA
1 888 REDHAT1	00800 7334 2835 europe@redhat.com	+65 6490 4200 apac@redhat.com	+54 11 4329 7300 info-latam@redhat.com

redhat.com
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