

# Good service just what the doctor ordered

Take one of New Zealand's largest private hospitals, add a quality financial system, integrate using a healthy dose of experts, throw in professional local support and you have a recipe for success.

Hamilton-based Braemar Hospital delivers a comprehensive range of surgical services on both a same-day and extended stay basis over two sites. Owned by the Braemar Charitable Trust the hospital employs 180 staff and, with ten operating theatres, is one of the largest private surgical hospitals in the country.



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BRAEMAR HOSPITAL  
FINANCE MANAGER

Braemar Hospital is firmly committed to delivering exceptional service in a caring and supportive environment by offering the highest standard of clinical care through skilled, dedicated staff and modern technology.

However as the rest of the hospital's operations were being continuously modernised Finance Manager Brenda Williamson says Braemar's DOS-based accounting system was becoming increasingly outdated.

## Onwards and upwards

Although Braemar's 15 year-old financial system was fully integrated with a patient management system and doing all it was designed to, Brenda says there were no upgrades available and virtually no support, so it became crucial that they took the step of upgrading their systems.

In addition to the list of requirements, Brenda was also looking for software with a robust stock asset system that would help her improve stock ordering and management as well as automate the previously manual reporting, budgeting and analysis.

## MYOB EXO stands out

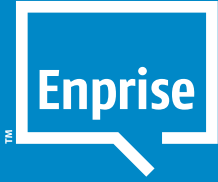
When she started looking around Brenda says she was considering three or four products.

“I phoned around and made enquiries and, while all of the companies were happy to send out demo disks, Enprise was the only company that actually followed up and seemed interested in engaging with us. I had a visit from someone within a week.”

Coming from a system that had no support Brenda says that she wanted to partner with a company that could provide excellent support and Enprise was the stand out choice.

## Painless implementation

Transitioning to new software that needed to be integrated with a newly purchased patient management system should have been fraught with difficulties however Brenda says the implementation of MYOB EXO went extraordinarily smoothly.



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“We had James from Enprise on site to go live which was amazing – having him on site for two or three days made a huge difference.”

After the go-live stage there were still a few issues around staff needing additional support, says Brenda, although this was quickly resolved by Enprise who sent a trainer in to show them how to use it.

“Enprise stepped right up and were proactive with any problems and for that I’m really grateful. We had to tweak the system a few times to get the integration spot on but they never complained.”

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## Above and beyond

When she set out to find a software provider that could deliver exceptional service Brenda says she certainly didn’t expect to find a company as professional as Enprise.

“I can’t speak highly enough of the team. It’s wonderful to have local support and if Hamilton can’t sort it out, Enprise has an amazing depth of talent in Auckland.”

She says the product is very easy to use and, although changing to a new system can be stressful, is delighted that Braemar’s staff are happy using it.

“As a product MYOB EXO is extremely good value for money and Enprise’s customer focus is a bonus.”

## Highlights

### Summary

One of New Zealand’s largest private surgical hospitals, Braemar Hospital is dedicated to providing the best possible care for its clients. That commitment is also evident in its operations management which led the hospital to implement a modern financial system to replace its aging DOS-based software.

### Original problem

- Lack of support and upgrades for old DOS-based accounting system
- Board reports, budgets and analysis had to be manually prepared
- Out of date stock asset system to manage stock ordering

### Business benefits

- Implementation went to schedule with no slip on go-live, including interface to patient management system
- Local support which can be onsite when and if required
- Braemar enjoys a business partner relationship with the Enprise team, describing them as very proactive and professional

To read more about the Enprise story so far visit [www.enprise.com](http://www.enprise.com)

To speak with an MYOB EXO implementation specialist call (NZ) 0800 436 774, or (AU) 1800 436 774 or email [info@enprise.com](mailto:info@enprise.com)