

Zulekha Healthcare Group



FACTS

Company

Zulekha Hospitals part of
Zulekha Healthcare Group

Industry Heathcare

Geography Dubai

THE COMPANY

Zulekha Healthcare Group is one of the leading private healthcare providers in the UAE. The Group's first hospital, a modest 30-bed facility, was opened in Sharjah in 1992 and Today the Zulekha Healthcare Group includes two multidisciplinary hospitals in Dubai and Sharjah as well as one diagnostic center, three UAE medical centers and three pharmacies. assets.

Zulekha Hospital was recently awarded the prestigious Dubai Quality Awards- 2015 In recognition of the safety and quality of its healthcare, Zulekha Hospitals Dubai and Sharjah received accreditation in 2010 and 2014 from the Joint Commission International (JCI), the largest American not-for-profit standardization body focused on improving the safety of patient care through the provision of accreditation and certification services.

JCI accreditation is considered to be the "gold standard" for healthcare performance; it is so demanding that till 2008 only 220 healthcare organizations in 33 countries have been accredited by JCI.

CHALLENGES

UAE based Zulekha Hospitals was looking to replace its disparate systems with a connected and robust platform that would deliver consistent, timely, and high quality services. It needed to enhance its IT infrastructure which includes Server, Linux, Application servers, Database Servers, to ensure higher availability and more responsive facilities to manage diverse application scenarios and DR round-the-clock.

One of the key performance indicators is system uptime and responsiveness to Doctors and Patients requests and issues. Consequently, Zulekha's IT department needed to find a way to improve system uptime and scalability for business growth as well as smooth functioning of the business.

- Zulekha Healthcare Group needed a Complete Hospital Management System – not just an ERP System
- Replace its current disparate system with a connected and robust platform
- IT Infrastructure revamp to ensure higher availability and more responsive facilities and DR round-the-clock
- An interconnected system which can manage all their facilities around UAE using single system.

SOLUTION

'Hospycare' is completely web based, fully integrated and modular software package for any size of Healthcare Facilities. 'Hospycare' can be used in any environment such as Local Area Network (LAN) / Intranet (VPN) / Internet & latest cloud technology. 'Hospycare', is the technologically advanced software & support to latest electronic devices like browser based Mobile Phones, Android based Tabs / Pads supporting professionally competent Medical Institutions.

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BENEFITS

As a leading hospital chain, diversified operating environment and a large user base, the hospital wanted to work with an experienced outsourcing partner with global delivery model and the range of capabilities required to support its IT infrastructure. Micropro Software Solutions the company's application development and maintenance service partner for over a decade was the partner of choice for this engagement.

After this success, Zulekha is using Hospycare™ to manage all Business and Clinical Operations in 2 Hospitals and multiple clinics in UAE, as well as Alexis Hospital in India.

CLIENT TESTIMONIAL –

We cannot overstate the value of the Hospycare software. It is a wonderfully simple, yet very powerful HMIS software to integrate our hospital functions that has helped us to progress this far in Middle East. Using Hospycare since 2002 is a major Contributor to make our hospital looks much more efficient when compared to what I had when we started

Taher Shams
President
Zulekha Hospital, Dubai

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