

## Dundas Customer Success Story

### AT A GLANCE

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**Company Name:**

Sun Healthcare Group

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**Industry:**

Healthcare

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**Key Challenge:**

To provide accessible, single source of data across a national enterprise.

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**Project Summary:**

Client's original vendor did not deliver on promises. Called on Dundas to deliver the required end to end solution.

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**Key Benefits:**

Creates efficiencies so organization can focus on mission.

Single version of the truth, no more confusion and conflicting reports.

Instant access for stakeholders anytime, anywhere.

Consolidated, single point of access, points everyone in the same direction.

*"The primary solution Dundas provided was to consolidate all of the information in our data warehouse and present it on highly visual landing pages."*

*Kim Mukai*

*Manager of Business Intelligence  
Sun Health Care Group*



## Sun Healthcare Group

*Dashboards help put the focus on patient care and streamline operations across the organization.*

### The Environment



Sun Healthcare Group, Inc. (SHG) is a leading U.S. healthcare provider, delivering healthcare products and services to thousands of people every day. Established in 1989, Sun and its subsidiaries now employ approximately 29,000 people in 46 states. Their focus is on the delivery of quality care in safe and comfortable environments that offer peace of mind and support for patients, residents and their families.

Maintaining this focus has not always been easy. In recent years the industry has been plagued by rising costs, reduced reimbursements, and regulatory changes. This requires creative solutions to not only maintain the focus on patient care but to uncover the efficiencies needed to remain competitive and profitable in this environment.

For SHG, technology solutions were the obvious answer, but identifying the right solution provider was not so apparent. It's a risky proposition and even the most rigorous selection process may not reveal vendors who are unable to deliver on their promise, as SHG discovered. To correct this, Kim Mukai, manager of business intelligence, and her team at SHG renewed their search for a true solution that could consolidate their information systems in a highly accessible, single point of access. They found Dundas.



*“The dashboards give all levels of the Sunbridge organization the information they want very quickly,”*

## The Problem

Prior to dashboards, information exchange processes at SHG were very manual and decentralized. For instance, getting daily numbers such as the customer base or admissions would require a regional employee to call each center and have them compile and email the metrics manually each day. These numbers would then roll up to divisional and finally to corporate stakeholders. Jumping ahead to their present day, dashboard reality, they now have instant access to this information, in real time, with the click of a mouse.

But this was not the most compelling need for dashboards. For Ms. Mukai, the more serious problem was the lack of an enterprise wide, single version of the truth. Ms. Mukai explained how different stakeholders would generate their own reports with different conclusions. She said, “Quarterly reports involved a lot of people working really hard, but not very efficiently. Each stakeholder was using Excel to do their own data manipulations but the numbers wouldn’t match up. Correcting the discrepancies meant going back to gather all the different data points from the different operational teams, which has taken huge amounts of time.”

SHG had evaluated other business intelligence products and vendors and did not find the right solution. They had 3 primary requirements. 1) It had to be accessible to all levels of the organization. 2) It had to be scalable enough to meet the changing needs of the business. 3) It had to be within budget. The goal was to provide information quickly to those who have direct influence on the results at all levels of the organization.

*“They can see the information with the click of a mouse. For us, that is huge. It means we don’t have to impact the nursing centers with too many administrative functions.”*



Sample dashboard developed by SHG using Dundas Dashboard.

## The Solution

Ms. Mukai explained that, “The primary solution Dundas provided was to consolidate all of the information in our data warehouse and present it on highly visual landing pages.” The Dundas solution is being used on an enterprise level in four operational areas – employee relations, quality care, business results, and revenue enhancements. The end users include nursing home administrators, business office managers, the director of nurses, executives, management teams, and business development teams across the country. All users access the dashboards

remotely, through the company intranet so everyone is always working from the same page.

Ms. Mukai explained what the solution has meant for her organization. She said, “From an operational perspective the dashboards give all levels of the Sunbridge organization the information they want very quickly. They can see the information with the click of a mouse. For us, that is huge. It means we can minimize the impact on the nursing centers and assist with streamlining information flow.”

Ms. Mukai then spoke about how she saw the solution extending into the future. She said, “We are looking at consolidating information from all of the subsidiaries so we can show the impacts on various lines of business. We see the dashboards becoming the go to place for a high level view of operational synergies.”

They also plan to use the mobile features so their managers across the country have on the go access to the operational metrics they need for the properties they are responsible for.



## The Dundas Difference

"It's like night and day working with Dundas compared to other vendors and products," Ms. Mukai explained. The sentiment was echoed by software architect Marcos Paz. He added, "The Dundas product fit very nicely with our data warehouse and cube infrastructure. We could connect right up to it, which was something we couldn't do with other products we evaluated and a major differentiator for us."

Mr. Paz then explained how this helped them to get sponsorship for the initiative. "The process of transferring to the Dundas solution is really easy. So is the process of taking data and

hooking it up to the visualizations. This enabled us to do rapid prototyping and implementation, which was a real selling point."

What stood out for Ms. Mukai were the people at Dundas. "The people at Dundas were very positive and really wanted to make sure our project was a success. I was really happy with Joe and Erick who were guiding us through the process. They spent the time to sit with us and make sure we were OK." Ms. Mukai concluded by saying, "The folks at Dundas worked really well with us from the evaluation and purchasing process right through to the support we got afterwards."

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*Kim Mukai  
Manager of BI  
Sun Healthcare Group*



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