Creating a unified healthcare ecosystem

We improve the overall healthcare experience by creating leading digital solutions and connecting individuals, processes and systems within the healthcare ecosystem.
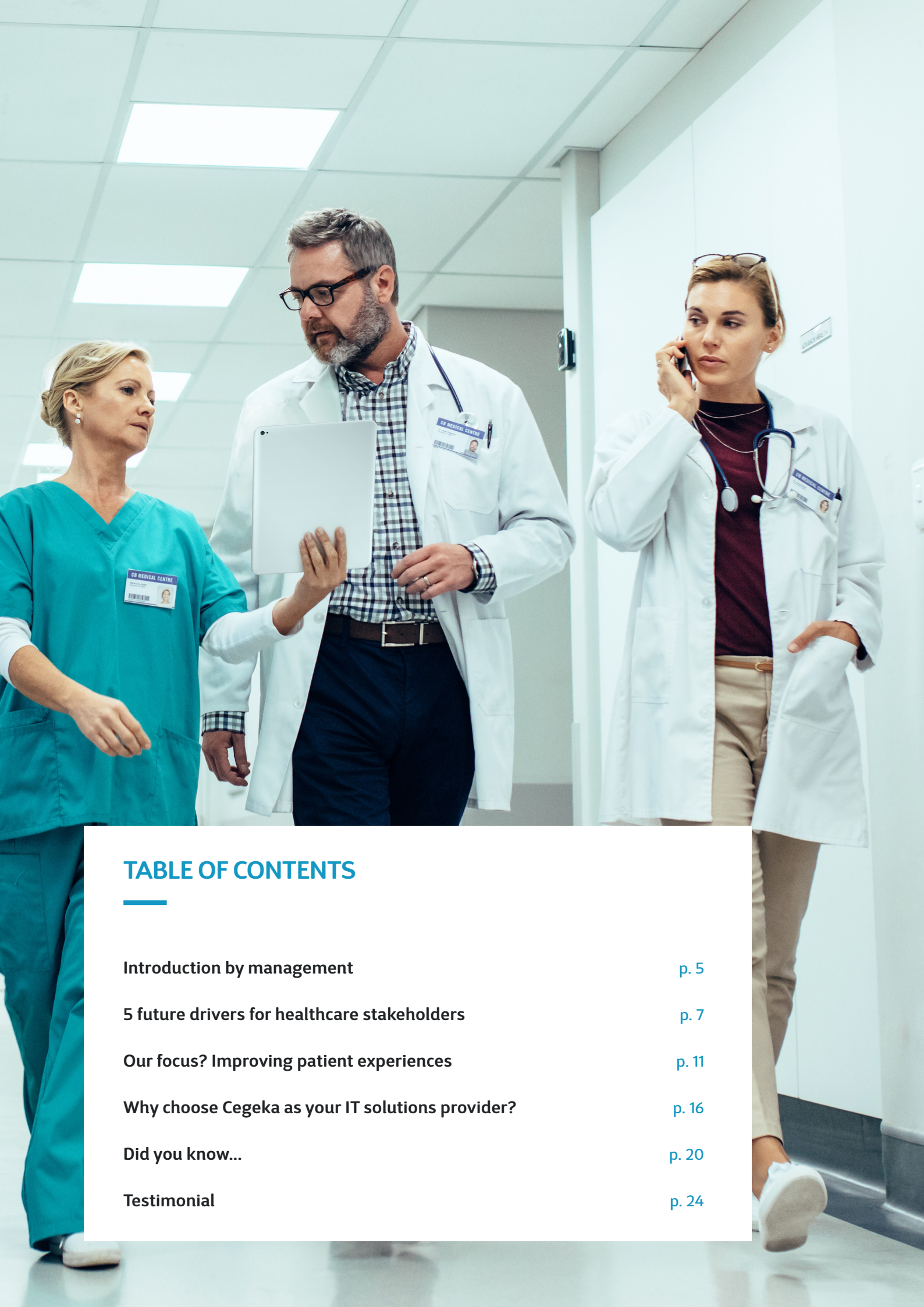
Our focus? Patient experiences, solving the ever-growing IT complexity, increasing healthcare productivity and creating data-driven care.

Our means? High-quality solutions and 25 years of experience in healthcare. We always operate in close cooperation, based on in-depth knowledge and personal interaction with healthcare providers.

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Healthcare
is part of
our DNA

Introduction by management

Healthcare stakeholders face several challenges: the continuity of caring & curing in all circumstances, changing patient expectations, collaboration across the healthcare ecosystem and value-driven service models. And that's just scratching the surface.

We help organizations move from a complex IT landscape to obtain their ultimate goal: creating better patient care. Our solutions help facilities to stay digitaly relevant in the changing healthcare landscape.

At Cegeka, we breathe healthcare. Our professionals in the industry have years of experience in digital healthcare services. We understand that data security, privacy and always being online are the prime standards in healthcare. Taking into account these priorities, we provide you with a clear IT strategy and guide you through the process of IT integration and management.

With the EHR of nexuzhealth - a result of our collaboration with Universitair Ziekenhuis Leuven -, we provide an answer to the current demand for qualitative optimization of patient care. This is exactly why we want to foster the cooperation between healthcare providers and patients in a transparent and unified way.

With more than 4,000 professionals, we will lead your organisation through every aspect of the digital transformation process. We create state-of-the-art digital solutions by connecting people, processes and systems within an end-to-end healthcare ecosystem. For us, that's what connected health is all about.

Gertie Delande - Vice President Cegeka healthcare, CEO nexuzhealth

We help healthcare stakeholders navigate the increasingly complex IT landscape.

5 future drivers for healthcare stakeholders

Healthcare stakeholders are confronted with new drivers, forcing them to prepare for the future.

1

Higher engagement turns patients and providers into partners

Patients are more **engaged** than ever. They expect **personal and real-time** access to their health information and providers in a mobile way. Patients are at the center of the healthcare ecosystem and play a more active role in making decisions on their own health. As such, communication and information are essential. Patients also expect a more personalized care: from patient and family friendly consultations to online consultations. This new form of engagement will boost the **quality of care**.

2

Crossing borders for continuity of care through collaboration within the digital healthcare ecosystem
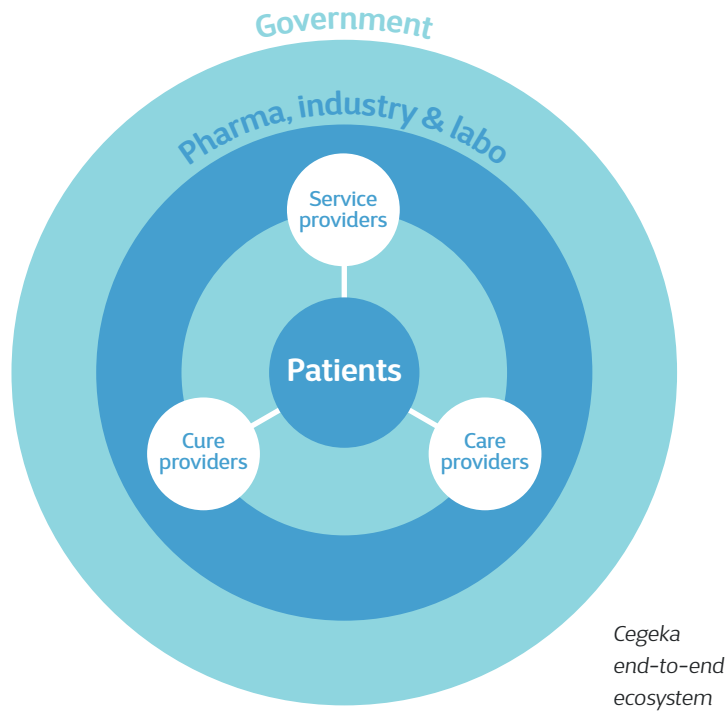
Prevent, cure and care providers are joining forces to create a **continuity of care**, looking for ways to increase efficiency and productivity. The evolution of both the quantity of work and the workforce asks for a new approach. Mergers, specializations, budget restrictions and new technologies force providers to take a critical look at their digital strategies and operations. Hence, healthcare providers are looking for **digital expertise to shape the road towards digital health** together, in order to **cross borders and collaborate within the digital healthcare ecosystem**.

3

Increasing efficiency

Healthcare providers want to scale their operations and optimize their **efficiency**. **More than ever, the focus is on delivering value**. This model of value-based healthcare differs from a fee-for-service approach, in which healthcare providers are paid based on the amount of healthcare services they've delivered. Value-based healthcare pays providers based on patient health outcomes. The "value" is then derived from measuring health outcomes against the cost of delivering those outcomes. Healthcare providers will have to move from **IT chaos to IT strategy in order to align their companies to the market needs**.

*Cegeka
end-to-end
ecosystem*

4

Improving quality

In the past, healthcare progress was based on limited data. The shift is being made towards evidence-based medicine. A continuous follow-up of data gathered before, during and after procedures gives a much richer (real-time) view on potential outcomes while also optimizing operational excellence. This enables a more predictive approach, potentially with AI, in the choice of treatments: **right patient, right time and right place**. However, gathering and leveraging this amount of sensitive and personal data also increases the need to properly manage data **security and complience**.

5

Regulatory changes demand further optimization

We can be proud of our healthcare system: it is among the best in the world. However, constant **optimization and regulatory changes comes at a cost**. Digital strategies and operations will provide new insights, facilitate the implementation of new regulations, **increase cooperation and optimize budget**.

Challenging times ask for solid corner stones. Partners you can rely on. And that's exactly what you'll find at Cegeka. True progress for better patient care is our goal. No gimmicks, only true progress. Towards a data-driven business that is future-proof.

Pragmatic.
Trusted.
That's Cegeka.

Are you struggling with changing and new technologies?

Digital strategies
Creating digital relevancy

Solution
A pragmatic IT roadmap based on 3 components guaranteeing your digital relevancy
· Business
· Technology
· Customers/users

Our approach
· Result-driven workshops
· Customer/user research
· Prototyping
· Design thinking methods
· High level architecture and plan

Benefits
· Deeper customer/user understanding
· Assessing and dehyping technology
· Business growth and security

Are you looking for software that delivers the desired business value?

Software development
Digital factory

Solution
Cloud native development based on reusable components delivered from our high-quality agile software factory.

Our approach
· Business analysis
· Development (incl. low code)
· Testing and evaluation
· Continuous release

Benefits
· Future-proof development
· Cost efficiency
· Reliability and predictability
· Business-oriented
· Speed to market

Are you not getting the most out of your data ecosystem?

Data & AI
Building a data-driven business

Solution
· Cloud Based Business Intelligence
· Big Data Processing
· Artificial Intelligence Development
· Machine Learning Platforms
· Data Lakes / Data Warehouses

Our approach
· Data Intelligence Analysis
· Proof of Value
· Pilot
· Project Waves
· Support and Improve

Benefits
· Gain better insights into the management and financial status of your organization through dashboards and reports
· Simplify data management and data storage
· Boost the marketing department with lead scoring algorithms, customer segmentation, etc.
· Analyze your processes and optimize them based on objective data insights

Our focus? Improving patient experiences

At Cegeka, we believe in creating digital relevance for healthcare. In this pursuit, we consider technology to be a mean, not an end. We focus on four crucial business outcomes for all healthcare stakeholders.

1 IMPROVING PATIENT EXPERIENCES

How? By putting the patient at the heart of the healthcare journey. A patient-driven digital strategy will lead to future-proof services. A short time-to-market of new software, developed in close cooperation with the right stakeholders, improves both satisfaction and the quality of care.

2 SOLVING EVER-GROWING IT COMPLEXITY

Healthcare providers want to scale their operations and optimize their efficiency. More than ever, the focus is on delivering value. To deliver this value IT must support daily operations whilst creating room to invest in new business enabling technologies.

3 INCREASING HEALTHCARE PRODUCTIVITY

Digitization and automation drive productivity and efficiency. The right digital workplace is an important enabler of internal productivity. It also unburdens IT and enhances the quality of work. From strategy to execution and adoption: our digital workplace solutions are output-driven.
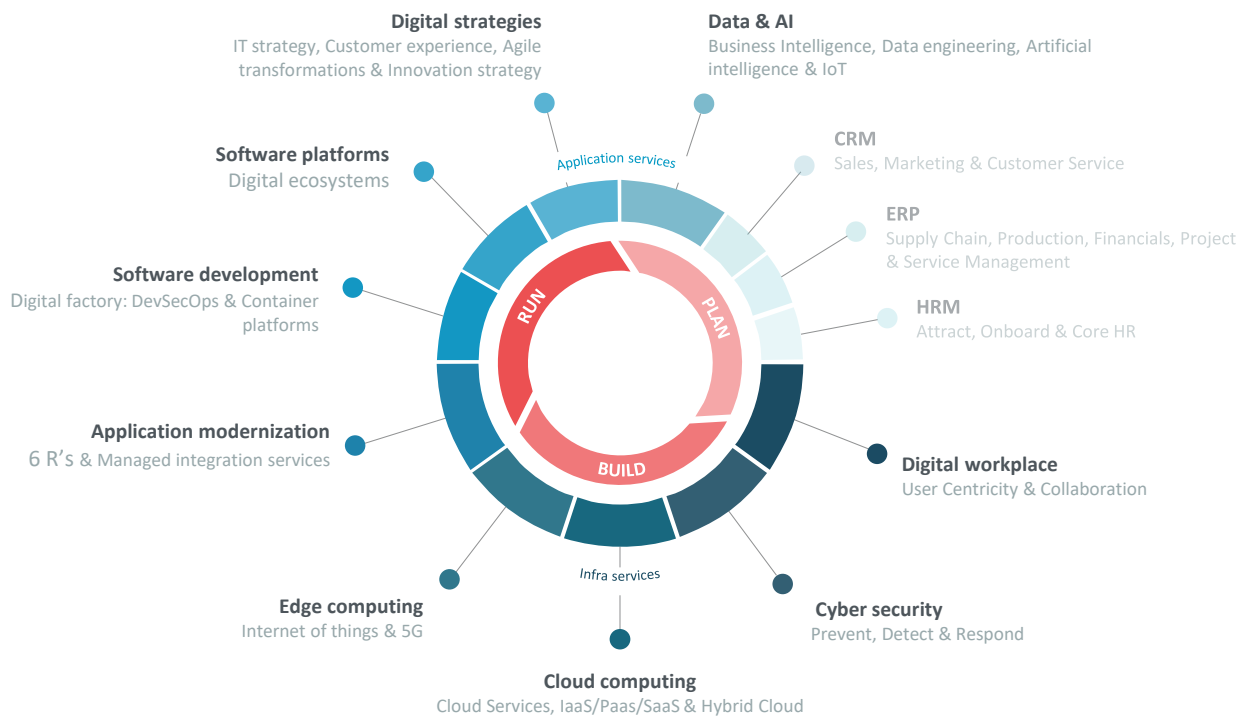
4 CREATING DATA-DRIVEN CARE

There is a growing demand for qualitative optimization of patient care. But how can we respond? By using available data or capturing additional data and translating it into valuable insights.

A glance at our operations

This is truly a full circle since our end-to-end solutions and services make up an integrated portfolio that covers the whole scope of IT. From application development to implementation and infra services. All of these solutions and services can be delivered in different models and via different ways of cooperation.

Digital strategies
IT strategy, Customer experience, Agile transformations & Innovation strategy

Data & AI
Business Intelligence, Data engineering, Artificial intelligence & IoT

Software platforms
Digital ecosystems

CRM
Sales, Marketing & Customer Service

Software development
Digital factory: DevSecOps & Container platforms

ERP
Supply Chain, Production, Financials, Project & Service Management

HRM
Attract, Onboard & Core HR

Application modernization
6 R's & Managed integration services

Application services

RUN

PLAN

BUILD

Digital workplace
User Centricity & Collaboration

Infra services

Cyber security
Prevent, Detect & Respond

Edge computing
Internet of things & 5G

Cloud computing
Cloud Services, IaaS/Paas/SaaS & Hybrid Cloud

As a family-owned
IT solutions provider,
we work in close
cooperation with
our customers.

Why choose Cegeka as your IT solutions provider?

Healthcare has been part of Cegeka's DNA for more than 25 years now. We have unrivalled experience in the industry and continue to expand it every day. We work in close cooperation, which means we work *together* with our customers. We provide them with advice and assistance. Much like healthcare providers do for their patients.

1. We have extensive experience

Healthcare is a complicated business – not just for patients but for all healthcare stakeholders. With years of experience in the sector, Cegeka understands these complications. For years now, we have been developing solutions, which enable better healthcare.

2. We focus on business outcomes

At Cegeka, we firmly believe in a pragmatic approach. When we implement new IT solutions, we do it to create customer-centricity and digital relevance. To increase your productivity and efficiency. To protect your data and your organisation. In other words, we help you become part of the digital ecosystem.

3. We work in close cooperation

When you enter Cegeka, you become part of a family. As a family-owned IT solutions provider, we work in close cooperation with our customers. Our client relationships are built on trust. We don't work for you; we work with you.

4. We deliver end-to-end solutions and services

We start by researching the possibilities of emerging trends and technologies that can be valuable for your organisation. We then build and integrate solutions in and beyond the cloud. Finally, we manage and optimize your business processes, applications and infrastructure.

We don't work for you: we work with so you can focus on your patients.

Do you suffer a loss of productivity due to lack of collaboration platforms and shadow IT?

Digital workplace – User-centricity, collaboration and insights
Boosting digital dexterity

Solution
- Business applications and insights
- Communication and collaboration platforms
- Personalized experience
- Security services
- Infra and enabling technologies (multi-cloud)

Our approach
- Proven methodology for implementing workplaces
- Design, build, POC, pilot, roll-out, manage and user adoption

Benefits
- "Always up-to-date" on all workplace domains (functionality, applications, device & security)
- User-centric philosophy with proactive user adoption approach
- Increase productivity and focus on core tasks through smarter tools and automated processes

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Is your IT landscape fit for future?

Application modernization
6 R's & Managed integration services

Solution
Container platform
- Managed platform to support containers in a controlled environment
Integration platform
- API gateway / Enterprise service bus
DevOps
- Cloud native app development
- Application transformation

Our approach
Discover, determine, migrate, go-live
Use the 6 R approach:
- Re host
- Re platform
- Re purchase
- Re factor
- Re tain
- Re tire

Benefits
- Future-proof application landscape with integration of legacy
- Focus on functional rather than technical integration
- More agile IT processes (Continuous Integration / Continuous Delivery)
- Scalability & cloud portability

Do you notice an inefficient use of on-premise infrastructure resources?

Edge computing
Internet of Things & 5G

Solution
- Platform functionality in 1 single box, single management pane
- Software defined (networks, datacenters, storage)
- Certified solutions – A-brands
- Extension of datacenter functionalities

Our approach
- Seamless approach from design to implementation and 24/7 management and support

Benefits
- More efficient on-premise infrastructure with a small datacenter footprint
- Single/integrated management pane – increased speed, decreased errors
- Local processing of large data sets to increase speed and reduce bandwidth

Did
you
know...

Cegeka has over
25 years
of experience in
healthcare IT

More than
100
healthcare organizations already rely
on Cegeka's expertise

Cegeka has
experience
in health product and platform
development, from hospital meals
to an EHR

Cegeka has over
150
healthcare IT professionals

the digital care platform
nexuzhealth
is a joint venture with medical expert UZ
Leuven to foster collaboration and patient
data transparency with the healthcare
ecosystem to improve overall care

More than
67,000
professional users work with Cegeka's
products and platforms

More than
4,000,000
active patients in our nexuzhealth EHR

Do you have difficulties managing workloads within different clouds?

Cloud computing
Cloud services, IaaS/Paas/SaaS & Hybrid Cloud

Solution
- Orchestration of workloads maximizing benefits of a multi-cloud landscape
- From cloud assessments over optimal usage of different cloud resources to operational management of different cloud models

Our approach
- Identification, transformation and management of multi-cloud environment
- We evaluate your core, Shoot for the Stars, Retain your legacy and move on commodity
- Cegeka is your cloud consultant, integrator, coordinator, broker, innovator

Benefits
- Leverage the right and relevant cloud functionalities
- Life cycle management of a dynamic cloud solution portfolio
- Cloud governance to control cost, security and compliancy

Do you have trouble keeping up with the continuously evolving cyber threat landscape?

Cyber security
Prevent, detect & respond

Solution
- Offering an integrated set of services to prevent, detect and respond to cyber threats, helping your business to focus on what matters
- Providing insight and control over who has access to your data and applications

Our approach
- Business-oriented: start with why
- In close cooperation & pragmatic
- Sustainable (people, process & technology)
- Leveraging partnerships
- Supported by market best practices & standards
- Integration focus
- Zero trust principle

Benefits
- Lets you focus on core business activities
- Facilitates a carefree and agile cooperation within your business and with your business partners
- Cost effectiveness (meeting objectives) and cost efficiency (ROI)

Testimonial

The new platform makes communicating with patients and other departments much easier.

*Katrien van Gerven,
General Manager Heilig Hart Leuven*

HEILIG HART REGIONAL HOSPITAL LEUVEN

The Heilig Hart regional hospital in Leuven wanted to build a new structured platform that would be accessible for every employee and across all departments. It had to be both a means of communication as well as a knowledge base, where everyone could easily find information and documents. Cegeka developed an accessible internal Sharepoint-based portal that keeps all internal information up-to-date and makes it centrally available.

Cegeka brings different departments in close cooperation

After a merger of different hospitals, GasthuisZusters Antwerpen (GZA) was looking for a cross-campus solution to improve its internal communication and to manage its unstructured information centrally. The organisation called in the help of Cegeka because of our broad experience in the healthcare sector. Thanks to a SharePoint implementation, GZA now has a document management system with integrated intranet, centralised documents and a central knowledge base.

THE PROBLEM

GZA was looking for a way to manage all cross-campus and unstructured information for the campuses centrally. Why? To ensure better cooperation between the employees of different departments. Based on a SharePoint implementation, we developed a document management system with an integrated communication portal, centralised documents and a central knowledge base.

> Cegeka did not waste time, but quickly delivered 80% of the project so we could start working with it. This way, our employees gained experience with the new platform and there was more internal support.

Geert De Groof –
Internal Project Lead GZA

Step 1: Intranet

The intranet is the first of the GZA portal's three components. It ensures smooth and transparent communication among all employees. "In addition to general information, there is also room for more specific information, such as holiday and training calendars," Geert De Groof, internal project lead at GZA, says. "Everyone can log into the portal at home to check the latest news."

Step 2: Document management

The second corner stone of the portal is the document management section. "It allows everyone to view documents and link them to a specific project as well as categorise them under specific departments, committees or working groups," Veerle De Boeck, SharePoint developer at GZA, adds. "Apart from the public part of the portal, which is available to all users, there is also a protected part. This is reserved for members of specific departments, committees or working groups."

Step 3: Knowledge base

The third component is the knowledge base, a resource that includes all procedure descriptions, manuals and e-learning modules. "Every process description goes through an approval procedure," De Groof explains. "The workflow functionality in SharePoint automates the entire process. All documents are centralised, clearly structured and user-friendly. Moreover, they meet the requirements of organisations such as JCI (the Joint Commission International)."

GZA
Ziekenhuizen
GasthuisZusters Antwerpen
Sint-Augustinus
Sint-Vincentius
Sint-Jozef

ABOUT GZA

GasthuisZusters Antwerpen is a non-profit organisation providing care and welfare services. It has over one thousand hospital beds in its three campuses: Sint-Augustinus, Sint-Jozef and Sint-Vincentius. Consequently, it provides over a quarter of all healthcare services in the Antwerp area. GZA employs over 4,000 people. The hospital group accommodates over 40,000 inpatients and 15,000 outpatients every year.

CHALLENGES
· Transparent communication
· Information stored in a centralised & unambiguous manner
· An efficient structure

SOLUTIONS
· Enterprise content management
· Document & workflow management
· Information & collaboration management

TECHNOLOGY
· SharePoint
· Cegeka's vision of a "connected organisation"

THE RESULT

"Our cooperation with Cegeka has been more than successful," De Groof conclu-des. "We worked with them in close con-sultation and full trust. This was supported by Cegeka's quick follow-ups and discus-sions of changes." GZA found a pragma-tic partner in Cegeka. "They did not waste time with details or unnecessary custo-misation. Instead, they quickly delive-red 80% of the project so we could start working with it. This way, our employees gained experience with the new platform and there was more internal support. In the meantime, Cegeka migrated the GZA portal to the latest SharePoint version."

"Now, our employees are very familiar with the portal," De Groof says. "Everyone can easily find documents and we have a single channel to inform and communica-te with our employees. It really is a great improvement."

WHY CEGEKA

"In the past, we had already collaborated with Cegeka on a number of projects. We were always very happy with that coope-ration. Their step-by-step approach really appeals to us. At the start of the project, we first met with all key users and pre-sented a proof of concept to the manage-ment committee. After their approval, we implemented the portal and migrated all data," De Groof explains. "This process in-cluded a conversion of the legacy layout of all documents to a new general template." "From the start, Cegeka has always had a strategic focus on healthcare. For instan-ce, with the Electronic Patient Record," Peter Poeck, SharePoint Solution Expert at Cegeka says. "The SharePoint project at GZA is a good example of that experience. But also, of our strategic vision of a con-nected organisation, where communica-tion, cooperation and people are the key elements."