

Improved services and innovative capacity with Ultimo Cloud at Antonius Zorggroep



With the Ultimo cloud application that was implemented in the summer of last year, Antonius Zorggroep has seen improved services and reduced management costs. "We have come a long way," says Erik Bakker.

Optimising no longer possible

Up until recently, the facilities department, IT organisation and the domiciliary care service of Antonius Zorggroep (AZG) worked with a very old Ultimo system. Optimising that software was no longer possible. This led to lots of custom solutions and at the same time impeded the improvement requirements of the care organisation.

AZG has an IT strategy centred around 'digital unless' and 'standard unless'. IT manager Rinse Posthuma: "This matches the organisation strategy to always provide the right care in the right place. Part of that is continuously improving, which was no longer possible with the old software."

Updates and upgrades

Posthuma: "The great thing about the cloud is that it fits seamlessly in the cycle of continuous improvement and continuous delivery. In the cloud you are constantly kept up to date with the updates and upgrades. By choosing the cloud, you are also choosing OPEX (Operating Expenditures) instead of CAPEX (Capital Expenditures), according to Posthuma. "You now see monthly expenses in relation to your improvement efforts instead of a five-year investment (or more) that has to last you for years. The indirect costs of a software suite are very hard to visualise. The cloud may seem more expensive, but it actually includes everything. So the difference is easy to explain. And in the cloud you are less dependent on technical support; you are more in charge."

Erik Bakker, Advisor Information Management: "We wanted to move to a new, consistent and up-to-date environment and an application that supports our work processes. And because Ultimo continuously develops their cloud application, it contributes to our continuous improvement programme."

About Antonius Zorggroep

Antonius consists of a hospital and over 30 home care teams. They offer a broad service of care package, including hospital care, home care, emergency care, care mediation and home services via Thuisshel. With around 3,000 people, they work daily to provide committed and reliable care for all residents of the region of Zuidwest Friesland, the Noordoostpolder and Urk.



Improved standardisation

According to Bakker, the total preparation and implementation took about a year. Looking back on the project, he says: "We are more up-to-date and can develop faster because we no longer require any customisation. The standardisation has been improved because of the entered standard content, so we only have to enter information in one place. The management costs have been reduced because the functional management is done by a functional application specialist."

Bakker has some more tips for organisations that are yet to make the switch to the cloud. "Approach it as a change project, not as an IT project. That is a substantial difference. Make sure you have enough capacity from the start and start accruing knowledge and organising training courses immediately. Correctly setting up authorisations takes time. Make sure you can shadow test this."

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Erik Bakker - Advisor Information Management

Challenges Antonius Zorggroep:

- Replacing a ten-year-old On-Premises software suite with a cloud solution.
- Migrating legacy configurations to standard content.
- Implementing Self-Service management in the organisation.

Achieved results with IFS Ultimo:

- The most current version of Ultimo was implemented within a year.
- The company processes supported by Ultimo have been optimised.
- The quality and reliability of the data are higher.

More information

Further information, e-mail info@ultimo.com, contact your local IFS Ultimo office or visit our web site, ultimo.com

