



A single solution that *integrated bespoke data sources and reduced budget cycles*



QMetrix has implemented a new solution which has cut our budget time by 70%.

*– Malik Jainudeen, Group Financial Controller,
The Monash IVF Group*





The Monash IVF Group are a leading provider of IVF services to the Australian marketplace. They have over 60 clinics providing full service, low cost IVF and ultrasound services in Australia and internationally.

Challenge

Low visibility and heavy reliance on manual data consolidation

The main issue for Monash IVF was they didn't have any timely visibility over how they were performing with respect to procedures performed, how they were tracking against their targets (including market share) and if there was any need to address problem areas.

They also had difficulty tracking labour costs across each clinic. Within the health industry and particularly IVF, there are a diverse range of specialist skills required to deliver the services. Gaining visibility over which clinics are performing better than others in terms of outcomes and labour efficiencies is critical to optimising resources and driving profitability.

Budgeting and forecasting were equally problematic, with the budgeting cycle taking months to complete with little control or visibility over the process.

Monash IVF had several operational systems for each business unit where they could extract procedure data out manually, but this required their finance team to compile the data into spreadsheets and the process was subject to inconsistencies and errors.

It took many days to compile, including waiting for each business unit to email spreadsheets into head office, before it could be consolidated and presented. By then, the information was often out of date.

Similarly, for budgeting and forecasting, Monash IVF was using spreadsheets and heavily relied on emailing files and manual data consolidation.

They needed:

- The ability to track targets, costs and performance
- A budgeting and forecasting process that gave greater control and accuracy
- A more efficient reporting process
- A solution that worked with their bespoke technologies

Solution

Integrating data from bespoke technology and providing a single solution

QMetrix proposed a single integrated solution with two key goals. The first goal was to provide an effective and efficient reporting process for procedures performed (including market share) and to compare labour costs per procedure across clinics.

The second goal was to provide a budgeting and forecasting solution that would enable a much faster and accurate planning capability which enabled collaboration across all business units.

One key challenge was the need to capture data from multiple systems that contained transactional information.

Data sources included bespoke IVF operational systems, as well as payroll and general ledger systems. There were effectively 3 disparate sources of data with multiple instances running of each.

To resolve the challenge of disparate systems, all source data was integrated and consolidated into a data warehouse. It was then overlaid with business intelligence and budgeting and forecasting capabilities, using IBM Analytics ([Cognos Analytics](#) and [Planning Analytics](#)).

Monash IVF Group's solution



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Implementation

Implementation took 3 months. This included phases for analysis and discovery, development and implementation, and testing and training.



Impact

For the Monash IVF Group

Improved information flow to their executive management team through daily automated performance reports

Understanding of daily performance of any clinic at any time; ability to gather yield and spend on each procedure and across clinics

Budget cycle time reduced by 70%. Robust and accurate budgeting, using driver-based models and historical trends to provide a baseline

Budgets that automatically integrate into the reporting platform to facilitate KPI reporting and variance analysis

Ability to model multiple scenarios based on changes in market conditions and board requirements

Enhanced visibility allows management to understand performance, proactively make strategic decisions and drive immediate action

Finance team freed up to do more value adding activities such as analysis, rather than just being data inputters and aggregators buried in spreadsheets



QMetrix

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We work together with clients to achieve the right outcome for their unique business, providing end-to-end solutions from analysis to design and delivery. We serve clients across Australia and have offices in Melbourne, Sydney, Brisbane and Perth.

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