

## Healthcare Case Study

**Partner:** Supplier of health information technology

**Possibility:** Unifying the UAE's health records

### Client

Our client is an American supplier of health information technology services, devices, and hardware. They employ over 25,000 people globally. Dubai is their Middle East hub.

### Relationship

In 2014, a contact from a previous requirement reached out in their new role for a larger health technology organisation. They had a huge project on the horizon and recognised the value we could add.

### A joined-up data revolution

We were briefed to help establish a one-patient, one-record information solution in the UAE that would share operational, admin and clinical data from one hospital to another.

Such a function would allow different hospitals and doctors to access each patient's medications, x-rays, MRIs, and doctors' notes – effectively linking all health records for the Ministry of Health.

A huge undertaking that could make a big impact on the sector.

### An opportunity for budding talent

The client has a strong training program, so we recognised we could hire junior to mid-level talent who, with the right application support and experience, would be able to learn and flourish in the new team, sharing a fresh approach and dedication.

Taking ownership of the desktop and application support for the new function, we built a team that's now runs to about 80 people. Our team works across all of the client's sites, providing 24/7 support. We also have a Service Delivery Manager on site to co-ordinate the project.

## **Support beyond the project**

We've supported the client from day one, not just on this project, but right across their Middle East business. This includes acting as their HR business partner, working on a strategy for their own internal staff and all our associates on site. It's a partnership in the truest sense.