



Plexxus Drives Agile Business Intelligence Using SAP Cloud Platform and SAP Analytics Cloud

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Alex Thomas, VP Professional Services, CONTAX Inc.

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About the Speakers



Lorena Ferino

CIO, Plexxus

With 20 years of executive experience, Lorena Ferino has dedicated her career to leading business and IT transformations.

Lorena has helmed multi-million, multi-year and multi-phased business and IT transformation programs.

She is known for her ability to develop successful business and technology partnerships.



Alex Thomas

VP Professional Services, CONTAX Inc.

Alex has over 15 years of SAP experience in various roles including technical, functional, and project management.

Alex has worked on over 10 full life cycle SAP projects including a S/4 HANA conversion. He is certified in Business Process Integration with SAP S/4 HANA 1610.

His vast knowledge allows him to be a trusted advisor to help SAP customers enhance their SAP investment.



Key Outcomes/Objectives

1. Vision
2. Strategy
3. Technology
4. Business Outcomes

Agenda

- Introductions: Plexxus and CONTAX
- Vision and Strategy
- Business Intelligence
 - Data
 - People
 - Process
 - Technology
- Business Outcomes
- Q&A



Plexxus – Who Are We

Plexxus is a supply chain organization focused on delivering value to its Members and Customers through service excellence, collaboration, and scalable systems and processes. We represent 60% of Ontario's health care spend.



CONTRIBUTE to offsetting increasing fiscal pressures by generating savings for our hospitals and managing the cost of our services.



ENABLE collaboration and future value creation by leveraging shared resources.



SUPPORT the ability of our customers to focus on delivering patient care by providing excellent service.

We offer sourcing, procure to pay, logistics, financial and business intelligence services.



CONTAX – Who Are We



SAP Sell and Build Partner in
USA and Canada



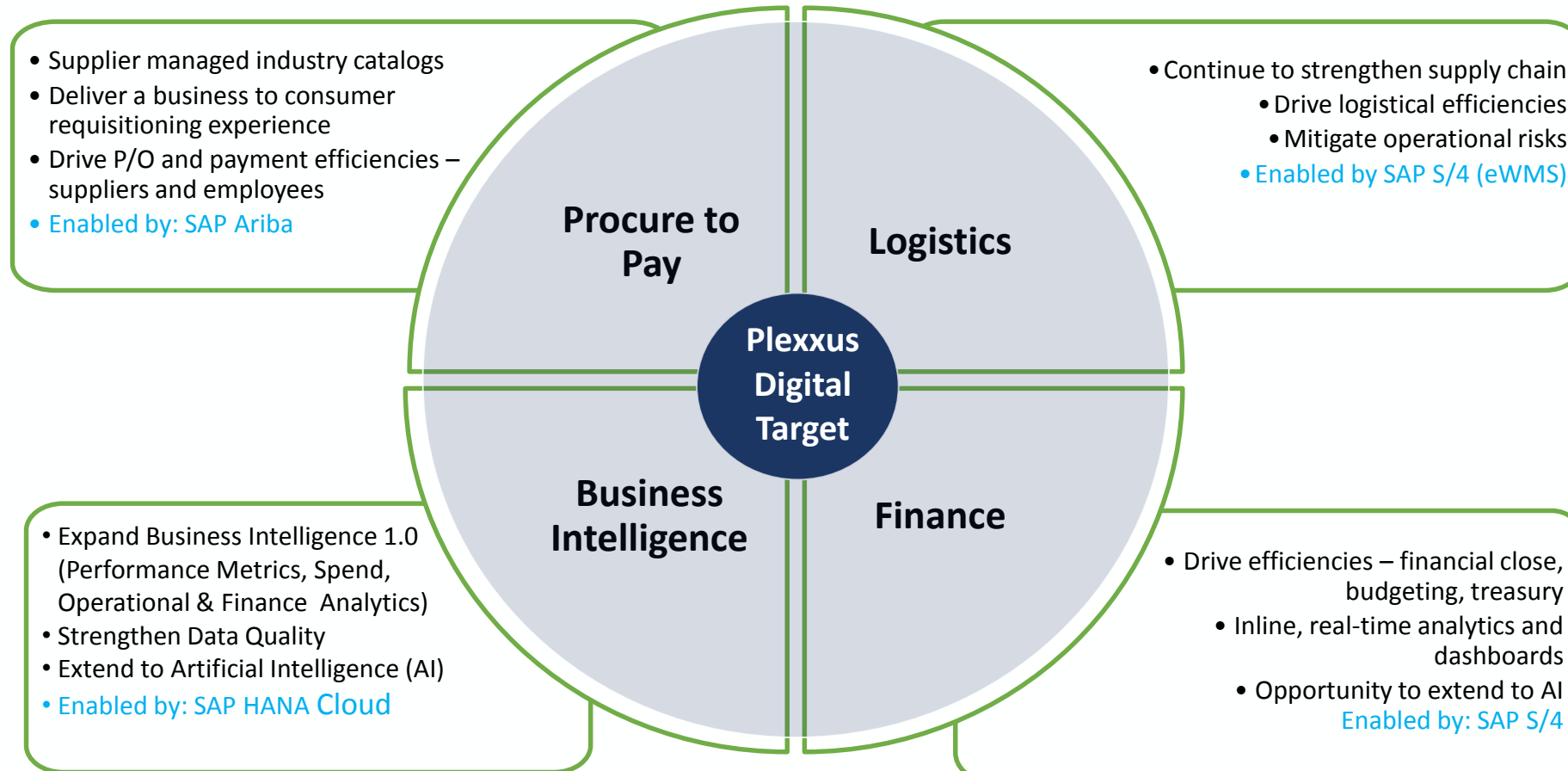
Delivering local services globally
from nine locations in four
countries



Provide ongoing SAP support
services to over 100 companies
around the world

Plexxus Digital Target Model

Plexxus digital target model builds a strong foundation for growth while leveraging industry networks and automation to drive efficiencies across four key business service models



Business Challenges



NO SINGLE VERSION
OF THE TRUTH



DATA QUALITY
CHALLENGE AND
MANUAL INTENSIVE
PROCESS



NOT FLEXIBLE AND
SCALABLE



LONG DELIVERY
LEAD TIMES



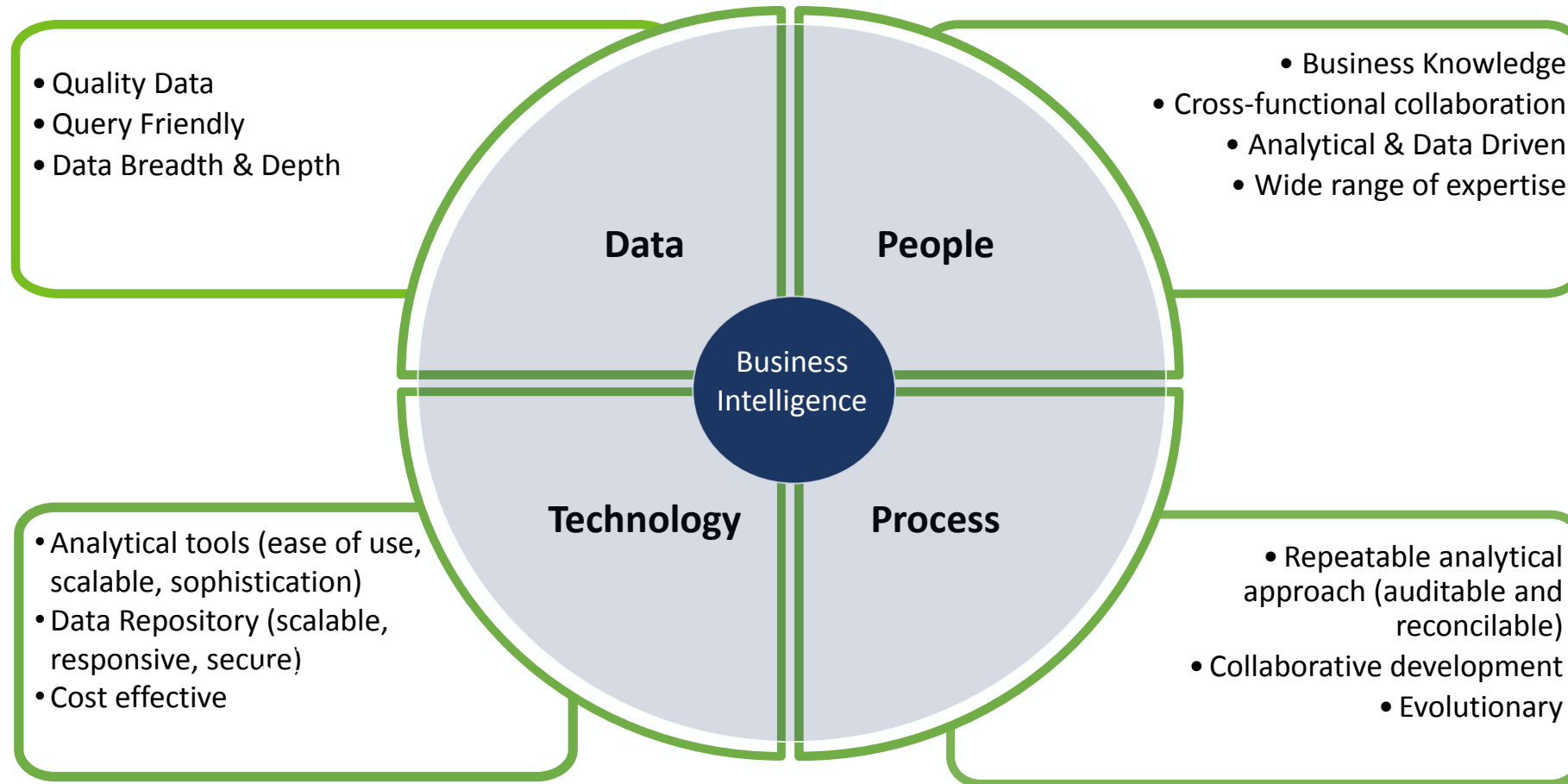
EVOLVING BUSINESS –
SIMULTANEOUSLY
STRENGTHEN AND
GROWING



LEAN IT TEAM FOR
DEVELOPMENT

Business Intelligence Vision

Business intelligence provides data and solutions to enable actionable insights / information to generate value / efficiencies across all Plexxus services.



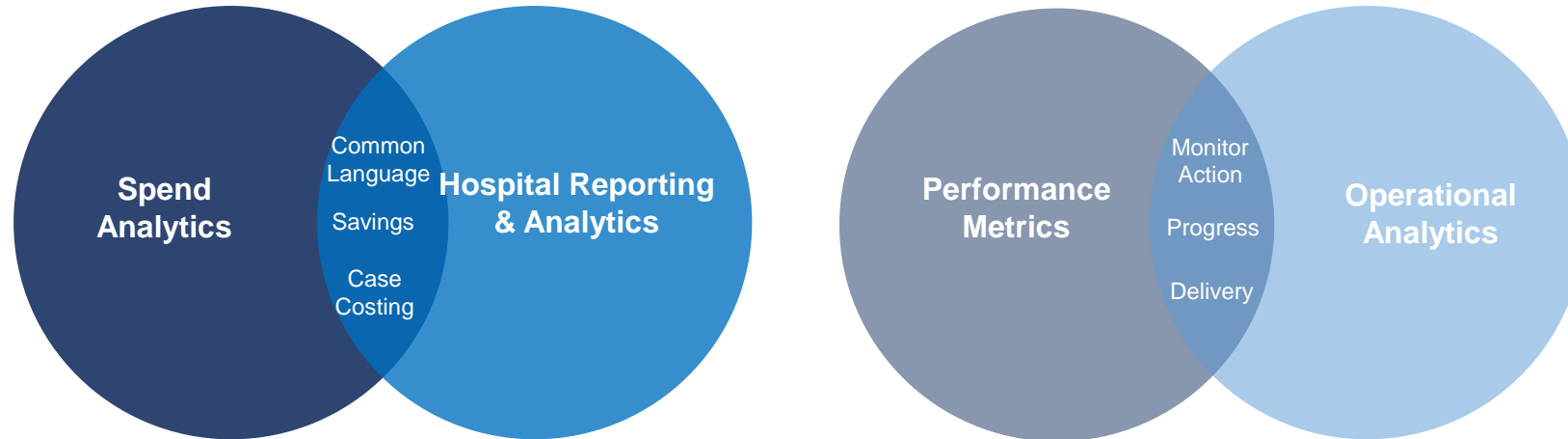
Business Intelligence Strategy



INFORMATION GOVERNANCE + MANAGEMENT

PEOPLE | PROCESS | DATA

Business Intelligence Competencies - Data Driven Organization



Objective	Discover/Realize Savings Opportunities	Added-Value Hospital Reporting	Simplify, Standardize, Drill-Down reporting for owners	Optimize & Build Efficiencies
SMEs	Sourcing	Hospital	Per Business Unit	Per Business Unit
Data Enablement	Spend Analysis ++	Finance ++	All	All
Status	Version 1.0 published Version 2.0 Category	Version 1.0 published	Version 1.0 published	Version 1.0 defining

TECHNOLOGY + DATA WAREHOUSE + ARCHITECTURE



Data

Information Governance – Run it like a Project

Executive Steering Committee

- Cross Functional C-Suite
 - Executive Data Ownership
 - Principles – Growth / Data Alignment
 - Data Target and Maturity Assessment
 - RACI

Data Quality

- Identify Target and Opportunities
 - Target for growth
 - Prioritized
 - Effort x Risk (heat map)
 - One-time and Ongoing Remediation
 - Change Management



Process

Analytical Process

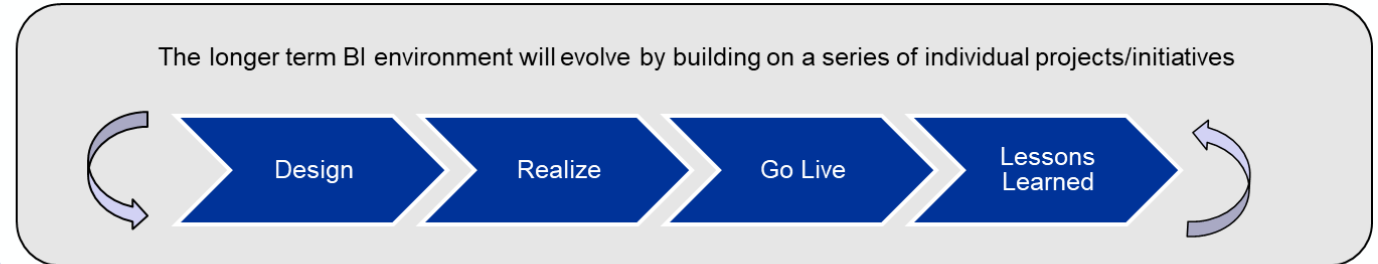
Agile

- Continuous Evolution
- Building Insights
 - Intersections with external data

Repeatable and Reliable

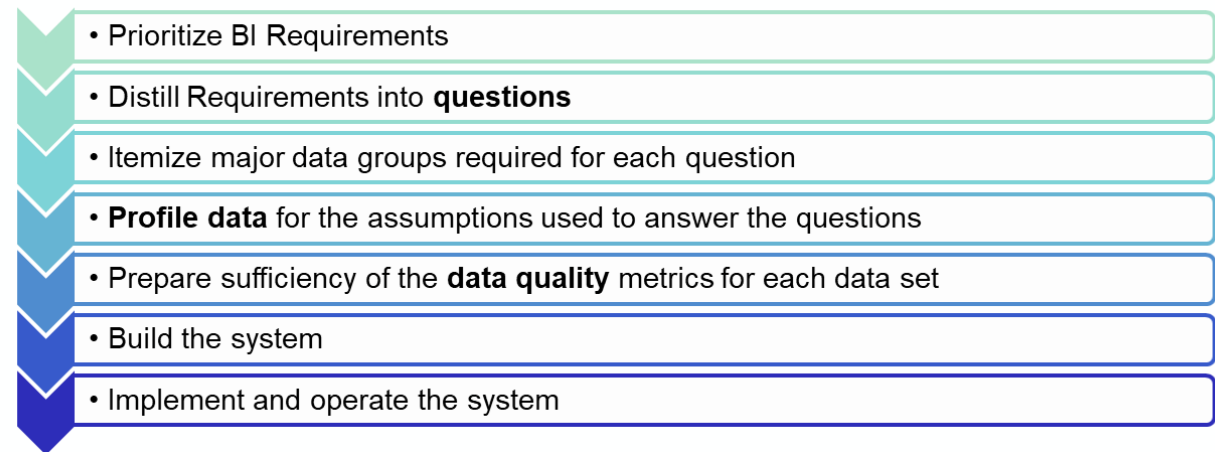
- Data Quality and Controls
 - Recreate consistent outcomes
 - Spend/ Sales
 - Financials

Collaborative Continuous Evolution
Development



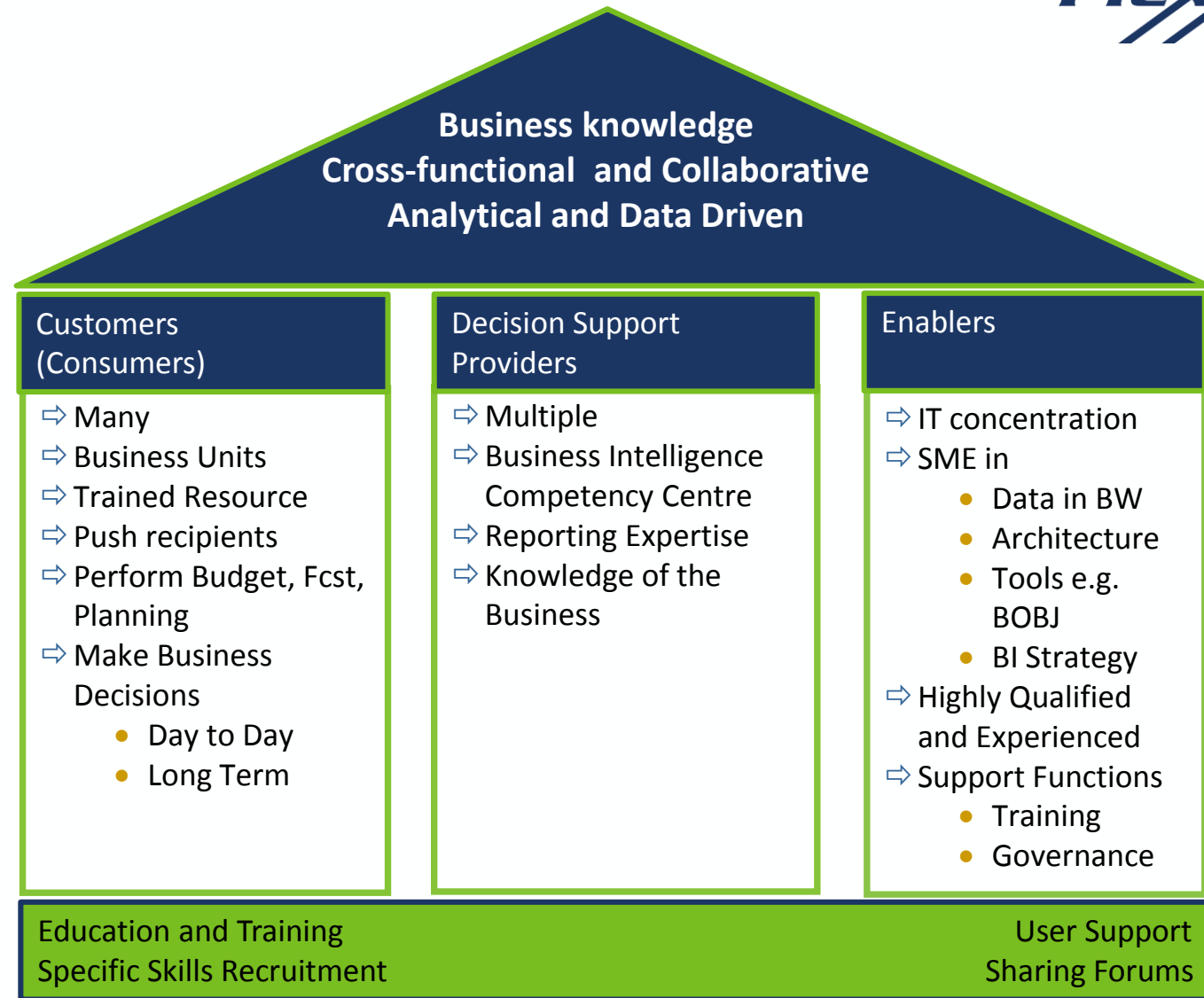
- Prioritization process
- Common templates (project mgmt, value assessment, communication, publishing standards)
- Project charters (cross functional teams which combine the business and IT)
- Risk assessments (security, data accuracy, sustainability)
- Documented processes (data management, user testing)

Repeatable Analytics Approach



People

- Building Business Competency
 - Business culture
 - Data driven organization
- Business Consumers
 - Curiosity
 - Connecting internal to external data points
- Decision Support
 - Centre of Excellence
- Enablers
 - Recruitment
 - Education and Training



ENABLERS

Technical Challenges



Business expectation
on delivery; weeks
not months



Multi-level Analysis;
Drill-down
capabilities



Multiple Different
Data Sources



Lean IT Team



Minimize BI
technology portfolio

What Happened

Plexxus Strategic plan called for intense BI development

Old BW solution was underdeveloped, underutilized and approaching end of support

Executed an RFP; explored options with CONTAX

Engaged with CONTAX to perform a 4-week PoC

What was the Impact

Successful PoC

Benefits of developing in HANA was clearly demonstrated

Very intuitive development toolset

Developing BI content in weeks, not months

Higher user adoption rate

One single BI solution

Plexxus Agile BI Solution Description

Single Robust Data Warehouse to Store SAP and non-SAP Data

Lean IT team to manage a flexible and scalable solution

Multiple HANA views

IT Publishes Data; End-Users Design Reports

Cloud BI Technology

**Powered by SAP
Cloud Platform
HANA Database
& SAP Analytics
Cloud**

Flexible & Integrated Data Modeling

SAP HANA Native Development

Delivery More Value in Less Time

Technology advancements with HANA

Load Once. Use Many.

One Version of the Truth

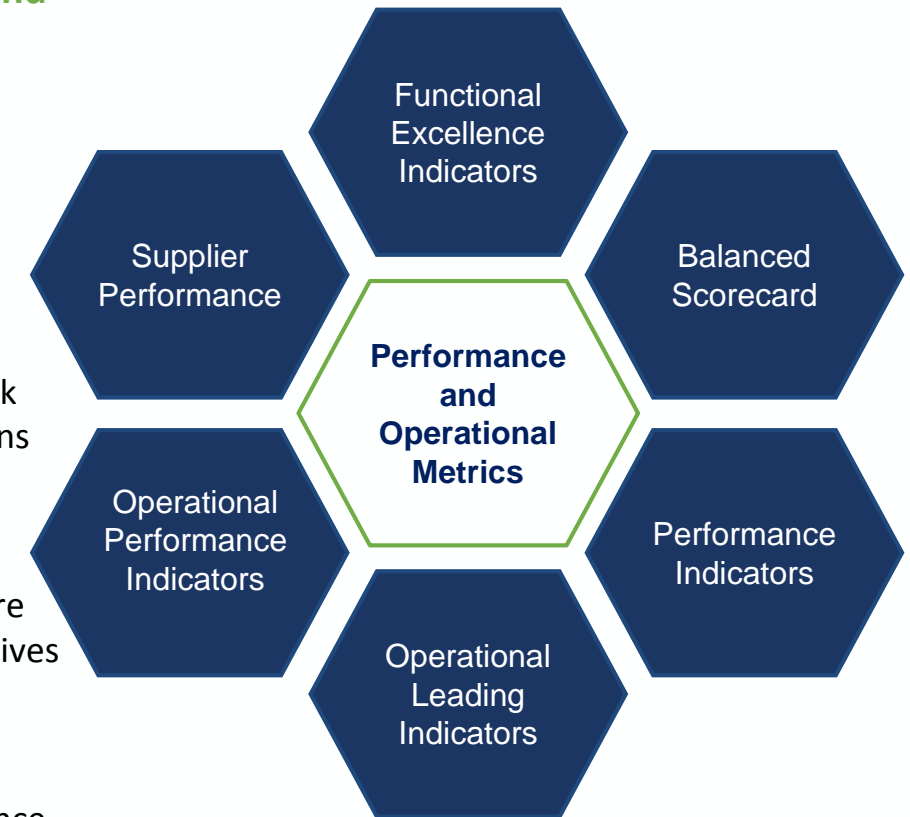
Deploying agile data models in weeks

All enterprise data normalized and stored in a single HANA database

Business Outcomes: Performance and Operational Metrics

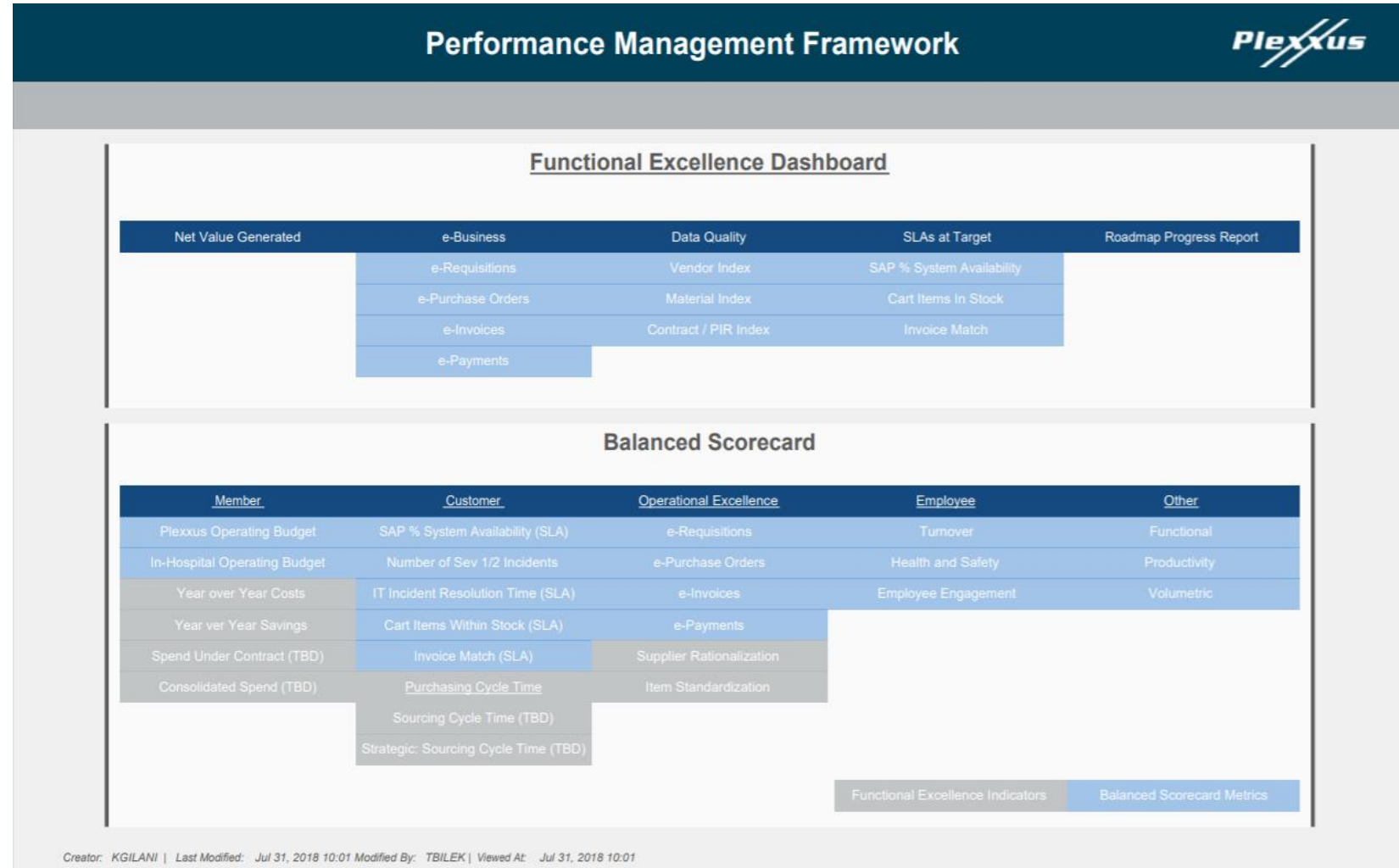
Plexxus is implementing multi facet performance management system to monitor and report organizational results system.

- **Functional Excellence**
 - Performance is managed based on achievement of Functional Excellence based on shared services maturity model and Target Operating Model
- **Balance Scorecard**
 - Performance is managed based on strategic goals within a Balanced Scorecard Framework across Member, Customer, Operational Excellence and Organizational Capacity dimensions
- **Performance Indicators**
 - Performance and business activity is managed at operational and strategic levels to ensure effective and efficient delivery of services and achievement of short and long term objectives
- **Operation Performance and Leading Indicators**
 - Operational leading and lagging performance indicators to manage established performance controls
- **Supplier Performance**
 - Manage and report supplier performance



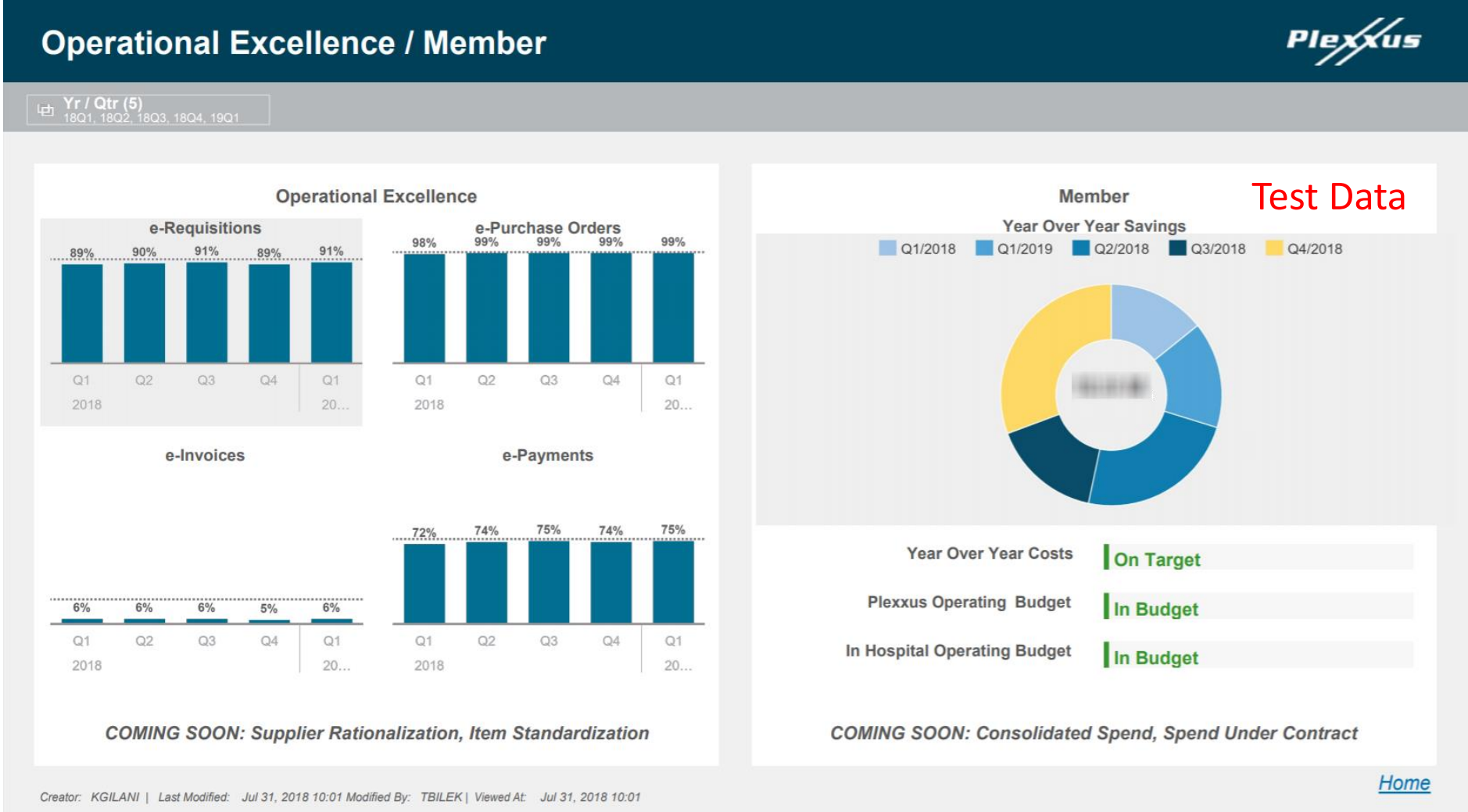
Business Outcomes: Performance and Operational Metrics

Performance Dashboard



Business Outcomes: Performance and Operational Metrics

Performance Dashboard - Analytics



Business Outcomes: Spend Analytics

Plexxus is implementing a category management model to further drive value across the health system.

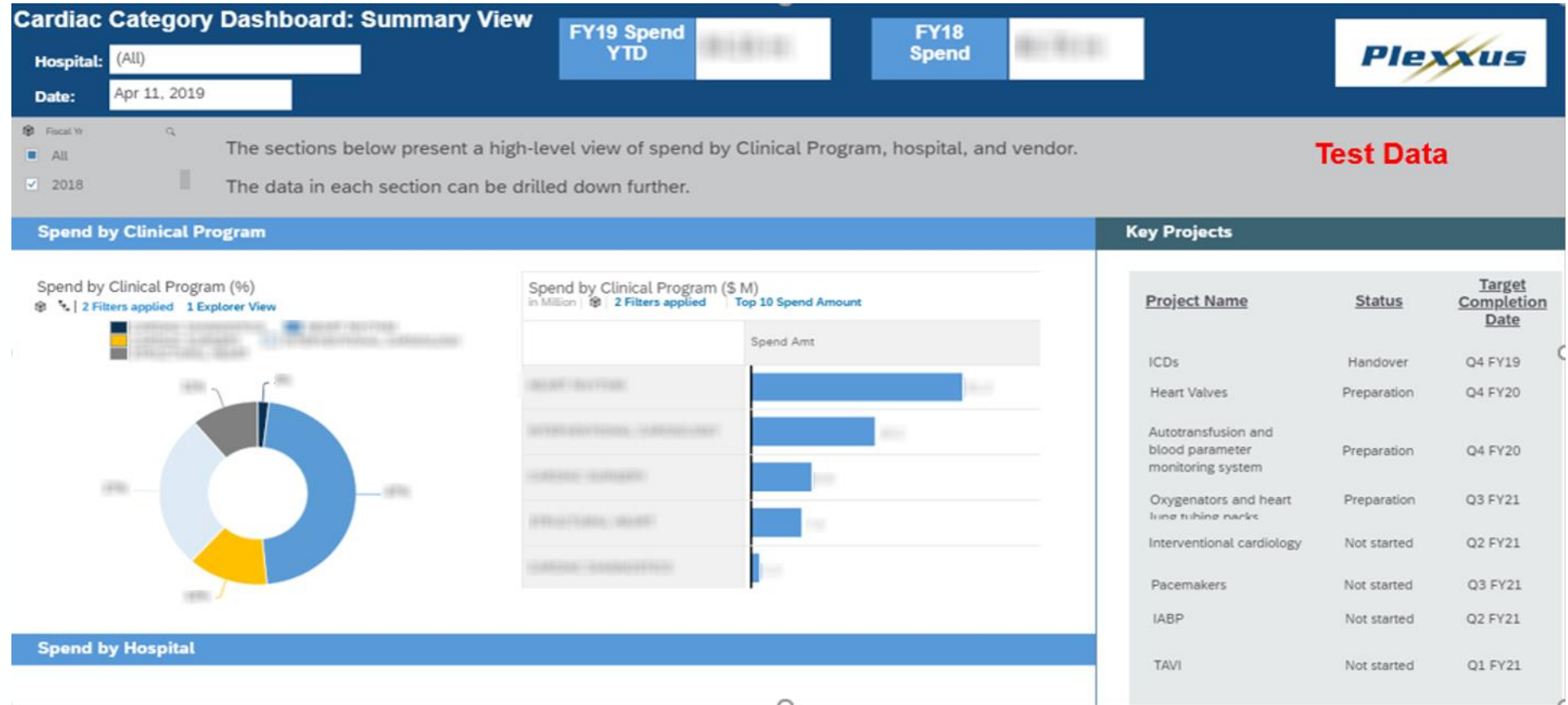
Category management is a strategic proactive continuous process. It includes components such as:

- Developing **category plans** based on market intelligence and stakeholder engagement which are aligned to hospitals' business objectives to maximise value, reduce risk and effectively manage the supply of goods and/or services;
- Establishing **supplier relationship management** to monitor and improve performance, reduce risks/issues, and improve supplier engagement; and
- Conducting **contract management** in order to realize contracted savings, optimize contract performance, and manage service delivery.



Business Outcomes: Spend Analytics

Categorization Dashboard



Business Outcomes: Financial Reporting and Analytics

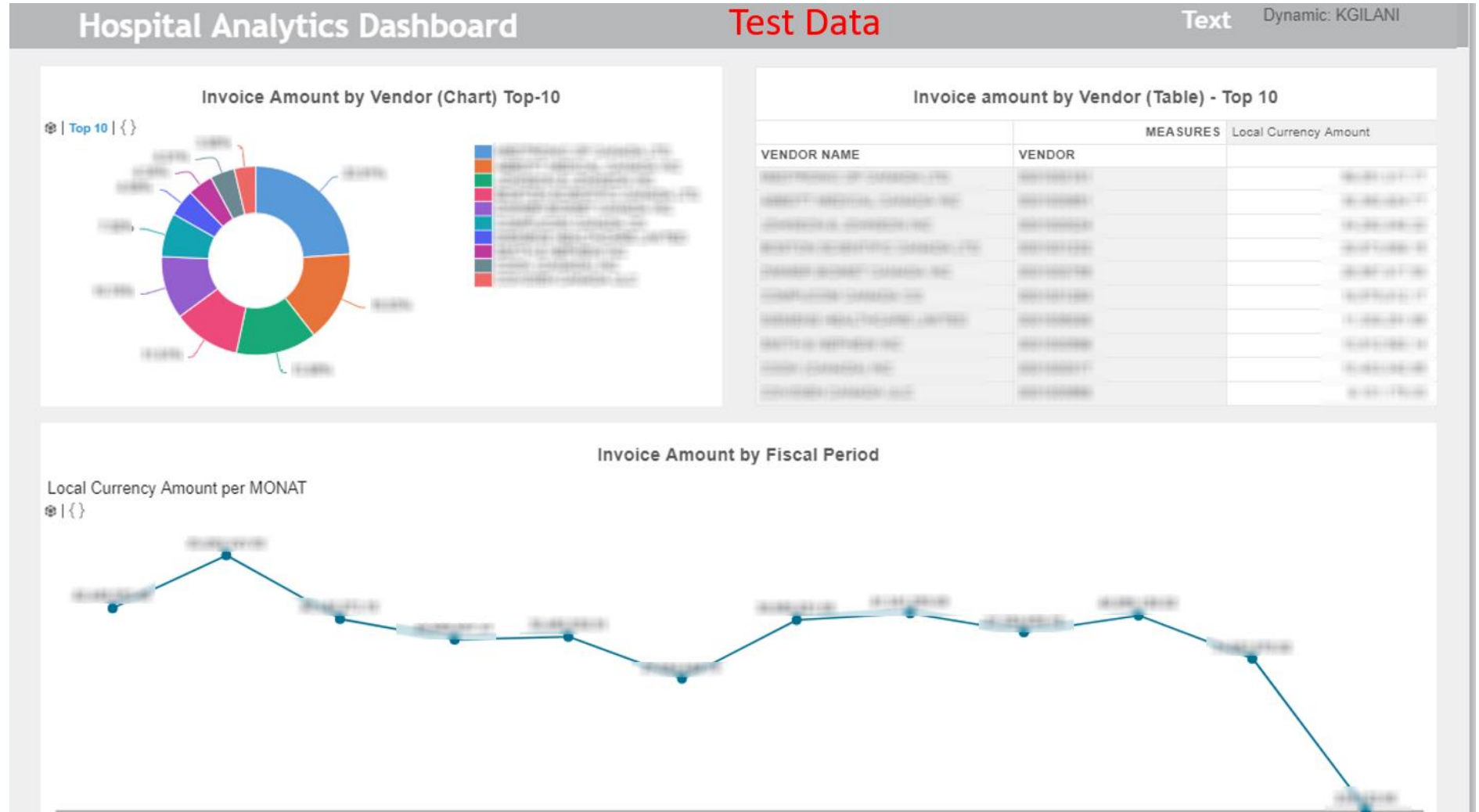
Plexxus is implementing financial reporting and analytics to provide increased visibility and insights across all costs

- **The initiative's purpose is to gain an understanding of Hospital Reporting and Analytics requirements to develop a Hospital Reporting and Analytics solution to provide:**
 - Improved drill down capability
 - Improved Cost Center Grouping/Hierarchy
 - Expanded data views (i.e. GL data only; AP data)
 - Comprehensive report and analytical preparation (i.e. from P/O to cheque)
- This involves transitioning the hospitals from the existing and aging SAP BW application to the new BI HANA Analytic Cloud platform
- This initiative is in line with the Target Operating Model 5-year strategic objective to achieve BI functional excellence



Business Outcomes: Financial Reporting and Analytics

Cost Centre and Cost Element Dashboard



Business Outcomes: Financial Reporting and Analytics

Cost Center and Cost Element Dashboard

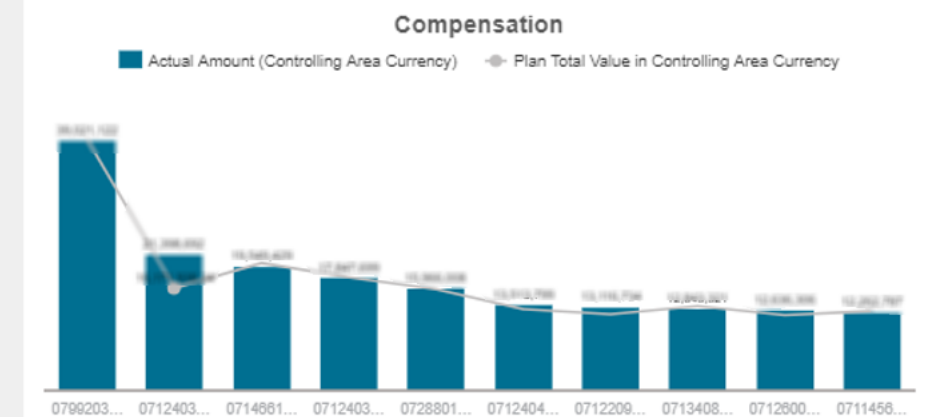
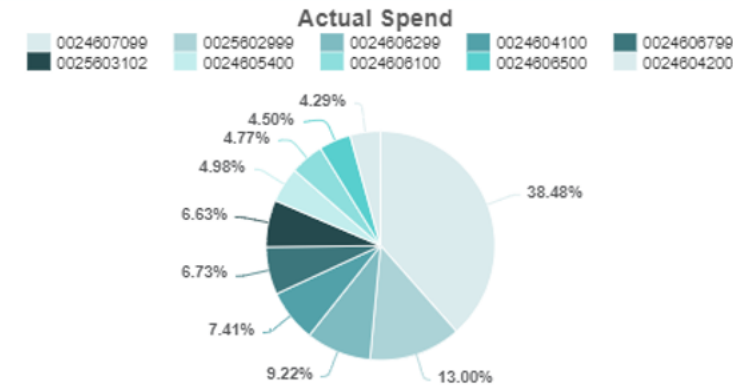
Test Data

(All) **Actual Spend - Medical Supplies**

MEASURES		Actual Amount (Transaction Currency)
COST ELEMENT	COST ELEMENT DESCRIPTION	
0024602900	Prostheses Other	1,000,000
0024604000	Instruments	1,000,000
0024604001	Instruments Guide Wires	1,000,000
0024604099	Instruments General	1,000,000
0024604100	Instruments Disposable	1,000,000
0024604200	Instruments Reusable	1,000,000
0024604201	Instruments Reuse Cardiac Electroph...	1,000,000
0024605200	Supplies Sutures	1,000,000
0024605400	Supplies Staples	1,000,000
0024606000	Supplies General MedSurg	1,000,000
0024606100	Supplies General MedSurg Dressings	1,000,000
0024606200	Supplies General MedSurg Catheters	1,000,000

(All) **Compensation**

MEASURES		Actual Amount (Transaction Currency)
COST ELEMENT	COST ELEMENT DESCRIPTION	
0711101000	PHYSIATRIST IN CHIEF	1,000,000
0711101004	MALIGNANT HEM ADMIN	1,000,000
0711101011	PRESIDENTS OFFICE	1,000,000
0711101013	SVP & EXEC LEAD-TRI	1,000,000
0711101016	MCC - ADMIN	1,000,000
0711101018	SVP TWH	1,000,000
0711101019	VP MEDICAL EDUCATION	1,000,000
0711101020	PROGRAM STAFFING	1,000,000
0711101030	COO ADMINISTRATION	1,000,000
0711101050	COMPENSATION RESERVE	1,000,000
0711101052	RESERVE - MOH	1,000,000
0711101055	BUDGET RESERVE	1,000,000
0711101060	ADMINISTRATION	1,000,000
0711101062	CV SUPPORT	1,000,000



Business Outcomes: Financial Reporting and Analytics

Cost Center Hierarchy and Dashboard

Cost Center / Internal ... Cost Center / Internal ... Req to Pay **Test Data**

	A	B	C	D
1	MEASURES	Actual Amount (Controlling Area Currency) Total...	Plan Total Value in Controlling Area Currency	Variance Actual vs. Plan (\$) in Controlling Area ...
2	HIERARCHY			
3	> 102 4100 RESEARCH INTERNAL ORDERS			
4	▼ 1150 MAIN STRUCTURE			
5	▼ 1150 OPERATIONS			
6	▼ INCOPR CORPORATE DIVISION			
7	▼ 100_01 SITE OPERATIONS AND PRACTICE			
8	▼ 100_2A01			
9	▼ 100_3A01 ADMINISTRATION			
10	▼ 100_4A01 ADMINISTRATION			
11	0711101060 ADMINISTRATION			



Business Outcomes: Financial Reporting and Analytics

Requisition
to
Pay

Hospital Analytics Dashboard									
								Text	Dynamic: KGILANI
Invoice Details									
HOSP_ANALYTICS_CCIO_REQ_TO_PAY									
Test Data									
COMPANY CODE	INVOICE FI NUMBER	PURC...	PO ITEM	MATERIAL NUMBER	SHORT TEXT	BUYER NAME	MEASURES	Local Currency...	PO Quantity
1000	070001000	10000	0010	000000000000000000	Contract 0010	Buyer Name		1,000.00	1,000
			0000		Material 0010	Buyer Name		1,000.00	1,000
	070001000	10000	0010	000000000000000000	Contract 0010	Buyer Name		1,000.00	1,000
			0000		Material 0010	Buyer Name		1,000.00	1,000
	000001000	10110	0010		Material 0010	Buyer Name		100.00	1,000
			0000		Material 0010	Buyer Name		100.00	1,000
	000001000	10000	0010		Material 0010	Buyer Name		1,000.00	1,000,000
	000001000	10000	0010		Material 0010	Buyer Name		1,000.00	1,000,000

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Presentation Materials

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<http://info.asug.com/2019-ac-slides>

Q&A

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