



Customizing an Existing SAP® Solution with **SAP® Customer Connection**



Gesundheit Nord gGmbH / Bremen Hospital Group
Bremen, Germany
www.gesundheitnord.de

Industry
Healthcare

Products and Services
Hospitals, health services

Employees
7,500

Revenue
€549 million

SAP® Solutions
SAP® Customer Connection for
Healthcare – Patient Management

The Bremen hospital group, Gesundheit Nord, has used SAP® Patient Management for Healthcare for a long time and is very satisfied with it. However, there was room for a few small adjustments. For this reason, the group chose to participate in the SAP Customer Connection program. SAP developers implemented the changes quickly and Gesundheit Nord profited from faster processes.

Before: Challenges and Opportunities

- Customize the SAP® Patient Management for Healthcare package to better suit the needs of the Bremen hospital group
- Accelerate SAP development with minimal effort

Why SAP

- Sophisticated influencer program
- Excellent collaboration with the SAP teams
- Customers are able to make contributions and have an influence on development

After: Value-Driven Results

- Ways to improve are communicated to the SAP development team quickly and more efficiently
- Customer was constantly kept up to date
- Changes to the system were implemented smoothly
- Processes are faster and more advanced
- Data entry is more efficient and less prone to error

"I fully recommend SAP Customer Connection. Our existing SAP software is now even better suited to our requirements. Participating in the program was definitely worth it."

Barbara Schmücking, i.s.h.med Specialist, Gesundheit Nord – Bremen Hospital Group

Better

accuracy in data entry

More

efficient operation

Greater

user satisfaction

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