

Integrated Asset Management for Informed Decision-making

Name: Zulekha Healthcare Group
Industry: Healthcare
Size & Revenue: 5,000 | \$398.3m (approx.)



Business Problem

Zulekha Healthcare Group faced challenges with decentralized asset management, lack of performance measurement tools, low operational productivity, and customer satisfaction. They needed an enterprise platform to centralize asset and contractor management, providing a 360-degree view for better decision-making and operational efficiency.

How Intertec Helped

Intertec addressed the client's challenges by implementing an integrated asset management platform with the following key modules:

- **Asset Management:** We provided a centralized platform to manage all their facility and bio-medical assets, enabling efficient tracking, maintenance, and organization.
- **Work Order Management:** Our system streamlined work orders, improving coordination and productivity in handling maintenance and operations tasks.
- **Inventory Management:** With our solution, client gained better control over their inventory, reducing stockouts and optimizing procurement.
- **Inspection:** We introduced a comprehensive inspection module to assess asset performance and identify areas for improvement.
- **Automation of housekeeping services:** Our omni-channel experience automated housekeeping services, leading to increased efficiency and consistent quality.

Business Outcomes Delivered

Our solution delivered better decision-making capabilities, improved asset reliability, streamlined operations, optimized inventory control, and elevated customer satisfaction for client's healthcare facilities.

- The platform's analytical and reporting capabilities empowered them to make data-driven decisions, leading to better resource allocation and strategic planning.
- Efficient tracking and asset maintenance reduced the downtime and operational costs, resulting in improved asset reliability and increased lifespan.
- Work order management and automation of housekeeping services boosted operational efficiency, leading to quicker response times and improved productivity.
- With better inventory management, the client reduced stockouts and optimized procurement, resulting in cost savings and improved supply chain efficiency.
- Enhanced operational efficiency and consistent service quality led to increased customer happiness and satisfaction, bolstering client's reputation and loyalty.