



Farrer Park Hospital

Award-winning private healthcare institute in Singapore saves over S\$200,000 annually, with the implementation of Unit4 Prosoft.

The situation

Farrer Park Hospital (FPH) is a private tertiary healthcare institute in Singapore and is known for its commitment to being a Smart Hospital by leveraging innovative technologies to increase hospital administration efficiency, enhance overall patients' experience as well as improve employee engagement.

Opened in March 2016, FPH is located within Connexion – Singapore's first (also Asia's first) fully-integrated healthcare and hospitality complex – which houses 220 beds, more than 600 hospital staff, 18 operating rooms, a 10-floor specialist Medical Centre, along with a five-star hotel and spa.

Asians who travel for healthcare have increasingly high standards when it comes to private healthcare, with Singapore being a favourite destination for the well-heeled.

As the newest hospital in Singapore, FPH is committed to leading the way in health innovation and being the premier institute for medical care. The hospital was designed and built to be a hospital of the future and be technologically relevant for the next 20 years.

One of its key priorities is to embrace HR technology to increase the productivity of hospital staff by streamlining its processes to meet the growing demands of quality services from the patients.

The needs

At the start, FPH's HR teams used to conduct appraisals manually, as almost four out of ten staff did not have access to their own computers. Manual appraisals resulted in misplacement or loss of papers, loss of data confidentiality, and supervisors being tied up for hours consolidating and reviewing all the physical documents.

Prior to the implementation of Unit4 Prosoft, FPH deployed a tier-1 HR application with the aim of increasing staff productivity. However, FPH didn't feel the system met their expectations, even after one and a half years of customisation, due to the complicated nature of the software. In addition, the application did not include the necessary configurations as required by the local regulatory guidelines, such as the calculation of the CPF deductions based on Ministry of Manpower's regulations.



UNIT4

The solution

This prompted FPH to review other HR software vendors in the market. After comprehensive reviews, Unit4 was chosen as a partner, due to its cost-effective solution, lower Total Cost of Ownership (TCO) and out-of-the-box built-in configurations compliant to Singapore's local regulations. Unit4's consultants were also responsive to the needs and requirements of FPH's HR team to ensure a smooth and easy implementation process.

FPH has deployed seven main modules in Unit4 Prosoft – Personnel, Payroll, Leave, Attendance, Appraisal, Training and Timesheet.

“ Unit4 Prosoft has a user-friendly portal and as an administrator, I appreciate the prompt system updates - especially those on the automatic application of (Singapore's) legislation. Unit4 has proven to be a valuable partner and is responsive to our needs.”

*Mr. Jeethu Syriac,
Head of Human Resources at Farrer Park Hospital.*

The benefits

- **Increased efficiency and productivity:** With Unit4's eAppraisal system, FPH is saving over 6,400 hours of their staff's time annually on administrative tasks, which is equivalent to over S\$200,000 in monetary terms.
- **Short implementation time:** The first phase of Unit4 Prosoft implementation took just three months and the entire project (four phases in total) took just nine months to complete, as planned, on time and on budget.

- **Out-of-the-box compliance with Singapore's regulatory requirements:** The system has built-in features that are in compliance with Singapore's legislations such as the configuration of CPF deductions, IRAS calculations and statutory leave compliance as per MOM's guidelines.
- **Enhanced data security:** Data is stored securely in FPH servers. Data can only be accessed by authorised users ensuring security of data and no breach of confidentiality.
- **Scalability:** In March 2016, FPH was officially fully-opened to the public. Prior to this, the hospital was opened in phases and Unit4 Prosoft's scalability enabled the hospital to meet the growing business needs and intricacies at every step of the way, and will continue to support future growth plans.
- **Digitalisation of processes:** With the introduction of the eAppraisal system, papers will not get misplaced or lost. The risk of manual error is also reduced considerably and there is a lower TCO.

About Unit4 Prosoft HRMS

Unit4 Prosoft HRMS is a leading provider of Human Resource Management and Payroll solutions across multiple industries, and countries.

Your organisation deserves a complete and seamless solution to manage all your HR needs. Designed to make human resource management both simpler and more effective, Prosoft HRMS from Unit4 is a suite of HR software solutions that is comprehensive, fully integrated, flexible, and easy to use, from project teams up to a global workforce.

To arrange a discussion with one of our experts, please call +65 6333 6133

About Unit4

Unit4 is a leading provider of enterprise applications empowering people in service organizations. With annual revenue of close to 600M Euro and more than 4200 employees worldwide, Unit4 delivers ERP, industry-focused and best-in-class applications. Thousands of organizations from sectors including professional services, education, public services, not-for-profit, real estate, wholesale, and financial services benefit from Unit4 solutions.

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