

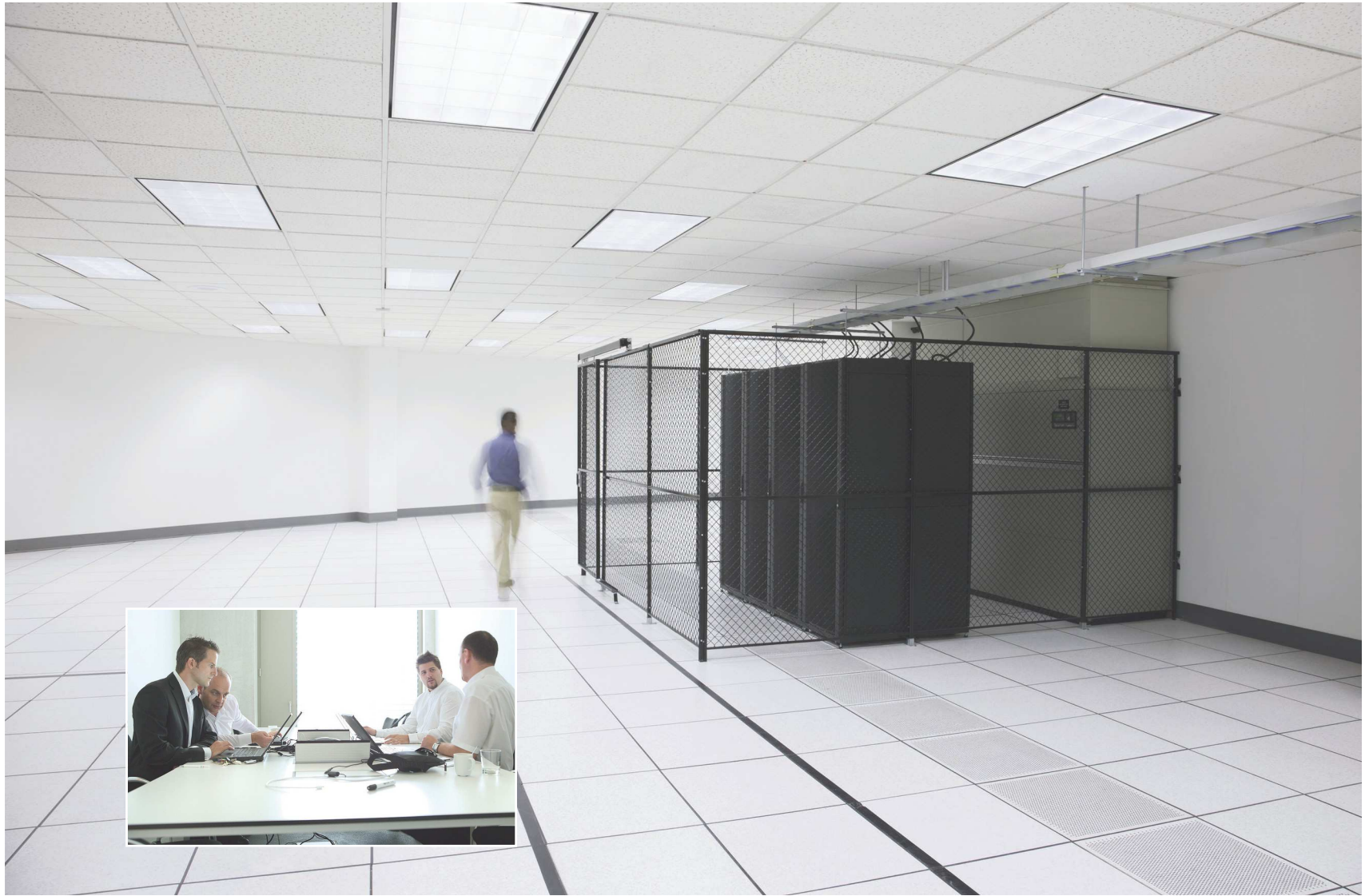


dbi services: passionate about IT infrastructure

Founded in 2010, IT Services company dbi services is now a leader in managing business information systems. From its head office in Delémont and offices in Basel, Lausanne and Zurich, dbi services provides middleware infrastructure services, especially operating systems, databases and applications servers; in other words, the part of IT in between the hardware and the industry solution. The teams at dbi services also have in-depth expertise in the field of integrated systems and ECM document management platforms (such as Documentum, Sharepoint, Alfresco); as well as Business Intelligence, offering solutions for understanding business performance and assisting with decision-making. The range of products and services offered by dbi services includes consulting, managed services (SLAs), training courses and advice on license strategy.

As part of its consulting activities, the firm incorporates a wide range of solutions using technologies such as Oracle, Microsoft SQL Server, MySQL and PostgreSQL. It enjoys excellent partnership relationships with a number of software houses, including Oracle, Microsoft, Dbvisit, EMC and EnterpriseDB. These strong links with partners enable dbi services to be highly responsive. dbi services also offers managed services contracts that enable it to manage its clients' IT infrastructure via remote support. Training courses in the fields in which its teams specialise also play a major role in the services on offer. Finally, dbi services works with its clients on license strategy.

Thanks to its network of offices, dbi services can offer its services throughout Switzerland, regardless of clients' preferred language (English, French or German). Its teams also operate in France and Germany. The company employs around 40 qualified and experienced staff with a passion for IT infrastructure. The consultants deliver the training courses themselves and speak at top level technical conferences both in Switzerland and at international events, especially our most battle-hardened experts in Oracle and SQL Server. By sharing their experience and knowledge, the teams at dbi services are always at the cutting edge of technology and are therefore able to provide the best service to their clients. The wide range of training and qualifications that our consultants undergo enable them to respond to the complex issues they face in highly challenging environments. These include the hospital and pharmaceuticals sectors as well as other industries where computerised data is at the heart of organisational issues.



Interview with **Pierre-Yves Bréhier**, Region Manager Lausanne & Head Business Development

What services do you offer healthcare facilities? In the healthcare and hospital sector, dbi services mainly provides SLAs (Service Level Agreements) through managed services contracts, with or without on-site involvement. Our experts administer hospital database environments and applications servers. We provide clients with constant, high-level expertise, thanks to our ISO 20000-certified management service. The support team is made up of ITIL Foundation-qualified experts, familiar with the highest level issues and requirements of their clients' professions, such as the healthcare and pharmaceuticals industries. Although not industry-specific experts in the strictest sense, our teams include staff with in-depth knowledge in specialist areas of business, capable of implementing dedicated solutions.

What are the expectations of healthcare facilities in terms of IT infrastructure?

Hospitals are currently expressing significant needs in terms of the performance of their IT infrastructure and availability of patient data, factors which must be taken into account when securing medical information within healthcare facilities. Electronic patient data is replicated on several sites to guard against the risk of failure of one of them. Our services give hospitals access to high-level skills in numerous different technologies, whilst keeping their IT budget under control.

How important is it for you to offer a local service to healthcare facilities?

The importance of geographical proximity in our industry is relatively low. Physical interventions are generally carried out by our subsidiary, Arcentis, which specialises in the installation and maintenance of hardware and IT networks at local level. On the contrary, today's IT technology enables the teams from dbi services to react more rapidly remotely than being called out on site. Thanks to the tools we use, we can remotely monitor IT systems and effectively resolve our clients' issues. Our teams are both more responsive and more effective. DMK is a tool we have developed to enable us to install and effectively administer our clients' IT environments, at any site, based on industry – and software house - best practice. This gives us the ability to respond when required to manage client incidents and unexpected events, whilst keeping their IT costs under control.



dbi services and the Hôpital du Jura

How would you describe your collaboration with the Hôpital du Jura?

We became involved as Post-greSQL experts, for the introduction of the Clinical Information System (CIS), which is an integrated information system across the hospitals in the Jura, Neuchâtel and the Jura Bernois. The software was originally developed for nursing homes and was later adapted for use in acute care. Prior to introducing the computer system, patient files were kept in paper format, containing all data relating to patient procedures and interventions. The clinical information system gradually computerised all this data. As part of the introduction of the computer system, our teams ensured the data was stored and available, whilst controlling access to sensitive information. dbi services also worked alongside Tecost SA, the CIS software supplier, during updates to the application.

Who were your points of contact at Hôpital du Jura during the implementation of this project?

Within the framework of the Hôpital du Jura Clinical Information System project, we worked closely with the hospital's IT Manager and Project Manager. A single point of contact was established to facilitate and organise the remote management and our discussions with the hospital (SLA contract). This structure enabled us to centralise all the necessary information and provided a single, dedicated channel for communicating about alerts and possible incidents.

Did the information you gathered help you to improve your products and services?

The historical data we kept acts as a highly useful tool in the identification and tackling of current and future issues. Conserving this data also enables us to provide quarterly, half-yearly and annual reports to the client. This means we can provide our clients with explanations for incidents, the time they will take to resolve, and the duration of unavailability of IT services.

Did you note any problems or incidents that were common to healthcare facilities?

Events and incidents are linked to the type of management and infrastructure rather than the type of business. Patient data is gathered by lots of different software installed on middleware technologies that vary from site to site.

How would you like to develop in the healthcare market?

Currently, dbi services is involved with over 120 clients in Switzerland, and our teams are established in most major hospitals, nursing homes, hospices, pharmaceuticals and insurance companies, and biological analysis laboratories. As well as Hôpital du Jura, dbi services is often frequently involved with hospitals in both French-speaking and German-speaking Switzerland. Our development is based on the satisfaction of our clients, who become ambassadors for our expertise.