

# Mölnlycke Health Care, US subsidiary



“Cognos has been the solution of choice at Mölnlycke Health Care from the inception of our BI initiative and throughout the evolution of our BI environment. Standardizing our reporting with Cognos allows Mölnlycke Health Care to increase value, while reducing cost – delivering one version of the truth necessary for consistent and informed decision-making at all levels of our organization.”

*Susan Dean, BI Manager, Mölnlycke Health Care Limited*



## **Mölnlycke Health Care protects its investment by standardizing on Cognos**

Being a major global force in the medical market means matching the right IT solutions with the right people to increase profitability and gain a competitive edge. At Mölnlycke Health Care, that solution is Cognos software. Mölnlycke Health Care Limited manufactures and markets barrier protection for healthcare workers and patients. It specializes in powder-free Biogel surgical gloves and Hibiclens skin antiseptic products. With over 2,200 employees globally and revenues of \$200 million, fast access to information is essential.

With Cognos, Mölnlycke Health Care has implemented a business intelligence solution that saves thousands of staff hours per year and provides accurate information to management, sales staff, finance professionals, and outside vendors across the globe.

## **Challenges faced**

Prior to Cognos, Mölnlycke Health Care used their IBM AS/400 legacy system to query data and produce reports. The types of reports available were limited, and downloading information to spreadsheets was cumbersome to produce, distribute, and analyze. The company also found that the information was inconsistent from department to department, making it almost impossible to get an accurate view of the organization.

## **Strategy followed**

Tasked to fix the problem was Susan Dean, BI Manager at Mölnlycke Health Care. She was confident that Cognos would fit into their existing IT environment—having already implemented the software in three companies during her career. She also knew that Cognos had been a

### **Industry:**

- Healthcare

### **Geography:**

- Global

### **Information Needs:**

- Faster, more cost-effective reporting
- Decreased manual intervention for incorporating diverse data sources
- Web-based access to information

### **Platforms:**

- AS400
- SQL server
- Windows 2000
- Other transactional and proprietary systems

### **Solution:**

- Cognos Series 7
- Cognos ReportNet
- Cognos DecisionStream

### **Users:**

- 200+

### **Benefits:**

- Reporting in minutes rather than hours
- Cut staff labour time for reporting by 8 weeks per year
- Data unity across systems, creating one version of the truth

proven solution for the healthcare field, with companies such as Pfizer, GE Medical Systems, and Serono International on their client list. “Cognos was the only vendor we



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seriously considered,” says Dean. “Cognos provided us with an end-to-end solution that was easy to deploy and very simple for all of our users to understand and access. No other BI vendor could offer the breath and depth of the Cognos solution.”

Mölnlycke Health Care has used Cognos software as their enterprise reporting solution since February 2001. More than 100 people in the United States use it, as do 200 people in sales, finance, inventory, and marketing globally. Running alongside their data warehouse and the SQL Server, Cognos provides access to data from all their internal systems as well as in-market data that they purchase to analyze their penetration within the medical facilities that they service. In doing so, they have unified data, creating one version of the truth for staff worldwide. In addition, Mölnlycke Health Care selected Cognos DecisionStream to quickly and easily build their data warehouse.

Mölnlycke now uses Cognos for the majority of their reporting needs including: profit and loss, sales reporting, business reviews, facility usage reports, SGA reports, travel expense reports, month end ‘on-hand’ inventory, distributor inventory, cost-of-sales reporting, marketing, vendor reports, contract expiration, and daily booking and billing reports.

From the outset there was tremendous enthusiasm for Cognos. “The day that we rolled out the Web tools and I presented them to our President at the time, his jaw just dropped,” says Dean. “He couldn’t believe we could supply so much information over the Web so quickly and with so much flexibility.”

Joe Putman, Data Warehouse Architect at Mölnlycke Health Care, is in complete agreement. “Our users have gone from little or no expectations about getting information to expecting more and more from the Cognos environment. It is our goal to never use the word ‘no’ when asked for information. This has become easier as our Cognos solution has evolved.”

With new efficiencies, better access to information, and significant return on investment, Mölnlycke Health Care decided in 2005 to standardize their reporting environment on Cognos ReportNet. With new company acquisitions, increased data from diverse systems, and more users, they wanted the most comprehensive reporting solution built on a Web services architecture.

## Benefits realized

“We are a 100% Cognos shop,” says Dean. “Our users love Cognos! Our sales force believes the information provided by Cognos gives them a competitive edge. I think the ease of use of the product and the information that they can get on one report is just phenomenal. It’s a solid, flexible business intelligence solution.”

Cognos is now used at every level of the organization—from the President, Vice-President, and the CFO, to the Sales Managers, Territory Managers, finance professionals, and Analysts. With data cubes in sales, finance, and inventory, the company can quickly and easily view sales reports, produce profit and loss statements, analyze in-market data, conduct SG&A reporting, view travel expenses, identify trends, and engage in a host of other critical business functions.

The quality of reports and ready access to information has allowed our users to get information quickly, in many different formats,” says Putman. “The Cognos solution has helped our employees to spend more time doing their jobs and less time performing busy work. We have certain reports that save hours of downloading information and putting it into spreadsheets. We have been able to view aspects of our business that were very difficult to measure in the past.”

Other benefits of Cognos to the organization include:

- Time savings of over 120 hours per month for the Finance department
- The ability for sales to access the Web for information in minutes rather than hours
- Saved an estimated eight weeks per year of staff time formerly associated with reporting
- Cut business reviews from a 14-30 day process to one that is conducted overnight—dramatically increasing the timeliness of information
- Eliminated need for field to learn the AS400 and eliminated need for a VPN, saving substantial training time and money.

Mölnlycke Health Care can now also be confident in the information they analyze, present, and share. Their meetings no longer involve debating about whose information is correct, rather they can go straight to planning strategies and setting goals. “Our users know that if they come to a meeting and present something from Cognos they can feel confident that the information is right,” says Dean.

