INERA

Inera turns to Solver and Solver for a more accurate and efficient way of budgeting IT costs.

Company Profile
Inera is a public sector company, whose main directive is to manage and provide IT-services to the Swedish public counties.

Industry
Healthcare, IT-Services

Country
Sweden

Inera: A company striving for a more accurate and efficient way of calculating and budgeting IT-costs

Striving to increase accuracy and efficiency in their budgeting and forecasting routines, Inera turned to Solver and Solver for a solution.

Inera wanted a more powerful tool for budgeting and reporting in order to calculate costs and produce forecasts more efficiently and with more accuracy.

Solver Planning, delivered by Solver and implemented by their partner Netgain, has provided Inera with a more powerful tool to calculate costs and generate simulations, which enables Inera to generate more accurate forecasts and create a better basis for their internal pricing of IT services and products.

Inera is a company which is collectively owned by SKL and Sweden's Counties and municipalities, their prime directive being managing online and IT-services relating to, and used by, the Swedish public healthcare providers.

This means that since Inera is a company working in the public sector, they have an activity-based cost model for pricing.

Inera delivers and manages 30 different IT-services within the healthcare field, stretching from websites like 1177.se, that delivers medical information and light educational material to the public, to identification and decision systems used by healthcare providers and hospitals.

With a large range of services, Inera has chosen to consolidate service management and customer service, in order to create a more effective corporate structure.

This, however, complicates things when it comes to calculating the cost of delivering each service, since one employee often works with several different services. Finding out just how much of the cost of the employee should be attributed to which service can be difficult and time-consuming.

This outlines the basis for Inera's need for a system that can calculate how much each service burdens each employee, since Inera does not want to have each employee keep a constantly updated log on how they distribute their work time. Inera instead works with models based
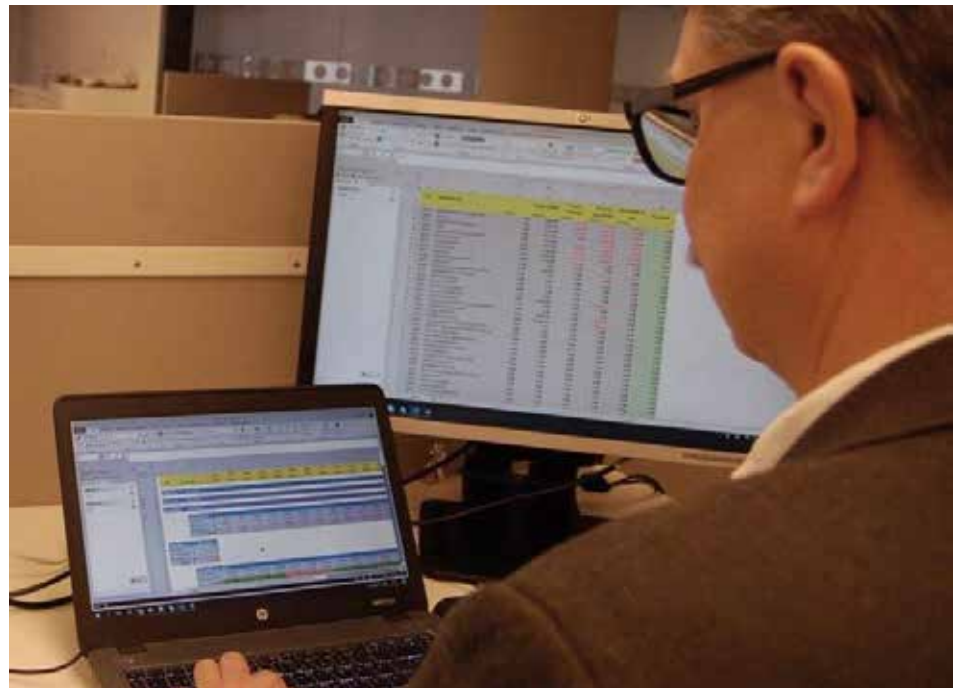
on approximation of time distributed.

Prior to contacting Solver, Inera already had a working system for budgeting and reporting, which they used for calculating their costs and prices, delivered by Netgain. The problem they had was that they needed a more powerful platform, since their current system was based on storing their information in a separate database, and doing all the calculations in Excel.

This proved hard to find off-the-shelf, so they set out to search for a new system that could work without the limitations of having to do the calculations in Excel.

According to Björn Almqvist, CFO at Inera, they settled on Solver and Solver, based on a recommendation. According to him, the municipality of Jönköping had looked at several budgeting and reporting systems, and when contacted, had recommended that Inera turn to Solver.

Within a timeframe of fifty days, Inera got an implementation of Solver with a connection to their service

"We like to do, what I call, approximately right, instead of exactly wrong" – Björn Almqvist

catalog and financial system that they now use for budgeting and calculating the costs and prices of their services, per an ABC-model that makes up the services from components and sub-components and resources.

End Result

The implementation of Solver by Solver and Netgain has enabled Inera to be a more efficient company that can generate

more accurate forecasts and simulations, which lead to a better foundation for their calculated costs and generates prices that better reflect the costs of the services they provide.

Resources

Solver Data Warehouse Product Page
Solver Data Warehouse Informational