



## A Product Adapted to Research Centers, the McGill University Health Center Research Institute chooses Virtuo to assist them in their distinctive management process.

### Specific Needs of Research Centers

The main role of The McGill University Health Center (MUHC) Research Institute is to provide the infrastructures that researchers need to carry out their research under the best possible conditions. Research funds are allocated to researchers based on their request for funds. All funds are allocated by a contributing agency or business firm that insists on receiving reports on a regular basis, in accordance with its format and above all in accordance with its accounting periods (the agency's). The Institute must manage this accounting process on behalf of its researchers. However, since the Institute must also concurrently maintain its own accounting process, the system must simultaneously handle a double accounting process for all projects as well as for the Institute. For example, an agency's fiscal year may run from January to December, whereas the Institute's fiscal year is from April to March.

### Quest for an Integrated, Flexible and Decentralized System

Traditionally managed by the hospitals' administrative systems, the research centers find it difficult to manage the administrative constraints that are inherent to the knowledge-producing sector in Quebec. The MUHC Research Institute must also live with this problem. In 1989, the Montreal General Hospital Research Institute decided to assume its own management and to forego the hospital center's management systems. This opportunity enabled the Research Institute to purchase a software solution that was better adapted to the field of research. To do so, it started by purchasing a software solution and then requested changes so that it would fully meet its needs.

However, this system could not overcome the millennium shift. The Institute then started to look for a new system that would be more flexible and would allow decentralizing the information provided by researchers. In 1997, the Institute chose the VIRTUO product line. In 2001, the MUHC Research Institute was founded and four (4) other research sites were added to its management mandate. Since 1989, the funds under its management have grown from 9 million to 50 million dollars.

### Customer

**The McGill University Health Center (MUHC) Research Institute** is one of the largest research centers specializing in medicine and health sciences in Canada. It is the research foundation of the McGill University Health Center, a university hospital center that offers a complete suite of services.

The MUHC provides primary care and highly specialized healthcare services to patients of all ages. Its mission addresses the following areas: pediatrics, medicine, surgery, women's health, neurology services, and mental health.

The MUHC Research Center is located in Montreal, Canada, a bilingual city renowned for its dynamic ambiance and multiculturalism. The Institute comprises 500 researchers who manage a research budget of more than 40 million dollars.

The Institute manages the research funds, in whole or in part, of its five (4) affiliates, i.e. Royal Victoria Hospital, Montreal General Hospital, Montreal Children's Hospital and Montreal Chest Institute.

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## Problems Warranting a System Change

In 1997, the main reason warranting a system change was the inability of the current system to overcome the year 2000 date transition. *“We were also having problems managing the multiple tax levels as well as the tax rebates at the various levels of government. The link with the currently implemented office automation tools was non-existent. The file structure used by the software did not allow users to readily access data. We also wanted to improve the user interface in order to encourage researchers to use the software in a decentralized mode”*, said Lynn Déry Capes, Associate Director General, who supervised the overall implementation of the new ERP system. captured per career event on the ‘Career Notes’ tab.

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## Virtuo Was Chosen and Implemented

Needless to say that the Institute obtained bids from several solutions providers. Right from the very start, it eliminated the SAP, Oracle and other large international high-end software solutions and concentrated on mid-range American as well as Canadian software.

### **Autonomy**

*“Virtuo was the only software that required very few changes. In addition, the changes needed were integrated into the supplier’s new version. The same applies to all changes requested by other customers. Once each new update is installed, we can decide which options we want to activate among the improvements made”*, said Sylvie Domingue, Accounts and Subsidy Manager. We could not see the same thing happening with the other systems.

### **Price**

The price ratio between the Virtuo solution and the solutions proposed by other providers was significant, according to Mrs. Déry Capes.

### **Data Mining Possibilities**

The Virtuo Solutions product offered valuable data mining possibilities, which were not provided by some of the other competing products.

### **Simple Supply Management Process**

At the Institute, the supply management process is fairly simple. Although the software solution provides enormous possibilities, the Institute would be able to limit its usage, by excluding the functionalities that were not required without paying the price. In fact, we simply wanted to approve purchase orders and not requisitions. The software solution provided for this possibility without requiring changes and furthermore, we were not compelled to implement requisitions. We did not want to issue invitations to tender, therefore, we did not avail ourselves of this option. No other supplier offered such flexibility.

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## Virtuo, a “Customizable” System

Implementing Virtuo at the Institute required the development of a project management module specifically designed for research project management. This module is an integral part of the software solution product line in the same capacity as the accounts receivable and accounts payable modules. This addition to the Virtuo line of products enabled other research centers to benefit from a complete solution earmarked for their field of activity. As a result, functionalities such as salary commitments and payouts as well as revenue commitments are now an integral part of the research project management module.

Today, all research centers using Virtuo Solutions actively participate in the advancement of their work tool. This solution is more and more powerful and ipso facto, increasingly draws the attention of the research community.

In order to keep abreast of the changing needs of this industry, Virtuo Solutions wants to set up, during the upcoming month, a focus group comprising members who work exclusively in research.

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## Implementation Advantages

There are numerous advantages. First of all, let's mention the fact that this software solution fully manages the operating mode that is typical to research funds management, thus enabling employees to devote more time to more productive and less clerical functions within the organization.

Project follow-ups are constantly carried out. At all times, we are able to provide the status of a project, while having the possibility to take action when adjustments are needed. Since 80% of research costs are imputable to labor, it is important to ensure that employees are properly assigned and appointed to a project and that the administrator oversees the cost behavior pattern of the project, in order to avoid surprises once the project is completed.

"In our field of activity, it is important to offer superior quality customer service. Thanks to this software solution, our level of service remains high in the face of the increased management volume", concluded Mrs. Déry Capes.

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## Short Presentation of Virtuo

Virtuo is massively used in the following sectors: healthcare institutions, government services, public transportation, financial institutions, entertainment, research centers, and various associations.

The software comprises four main fields of application. First of all, there is financial resources management, with its general ledger, project costs, accounts receivable, time sheets, professional billing and accounts payable modules. Then comes material resources management, with its requests for services, inventory and purchasing, customer order taking, corporate assets and electronic requisition modules. Then comes budget management, which is divided into four modules: budget preparation, budget allocation, budget projection, budget follow-up and control. And last of all, we have the payroll and human resources modules as well as the time schedule management.

MediSolution (TSX: MSH), a Brookfield Asset Management company, is a leading healthcare and public sector information technology company, providing software, solutions and services to customers across North America. More than 500 hospitals and other healthcare facilities and close to 200 public sector and related organizations rely on MediSolution's systems to maximize their operational efficiencies, lower their costs, and improve the delivery of services. MediSolution has two operating segments. The Resource Management Systems segment is comprised of Financial Management software such as accounts receivable, budgeting and materials management as well as Human Capital Management tools including human resource management, staff scheduling and payroll processing. The Healthcare Information Systems segment is comprised of clinical solutions such as patient tracking, electronic patient health records, pharmacy, radiology and laboratory software for healthcare organizations.

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