Fact Sheet

National Infocomm Awards 2004 – Merit Winners

Merit Winner - Most Innovative Use of Infocomm Technology (Public)

Company: National University Hospital (NUH)
Technology/ Project: Cardiology Information System

Description

The Cardiology Information System is a comprehensive suite of cardiology modules database system with integrated visual and clinical information. The system includes clinical database and expert system for cardiology management and reporting, and medical imaging systems from nuclear, invasive & non-invasive cardiology labs. In addition, it combines the trial use wireless LAN cardiac application and tablet PCs for routine ward patient care.

Benefits

- For doctors – there is increase accuracy in reporting and productivity. The system is also used a tool for clinical research.

- For patients – the system improves efficiency with faster access to data in emergency situations, allows for earlier diagnosis, and shortens hospital stay. In improving service delivery, patients enjoy shorter outpatient and appointment waiting time. In addition, the use of complementary visual explanation helps to improved understanding and cooperation from patient and family.

- For hospital - Hours saved for doctors translate into cost saving for hospital. The cardiac department is able to increase its productivity with the same amount of manpower.

- The Project is also being implemented in other cardiology units within the National Healthcare Group cluster such as Tan Tock Seng Hospital and Alexandra Hospital, leading into better integration of patient care across the National Healthcare Group.

About NUH

The National University Hospital (NUH) is a 928-bed* acute-care, tertiary hospital with 21 clinical, 3 dental and 6 paramedical departments, as well as 29 Specialist Outpatient Clinics (including 5 Satellite Outpatient Clinics) and 20 Specialised Service Centres. Started in 1985 as the first government-owned restructured hospital, it focuses on patient care, research and education. NUH is committed to provide personalised, cost-effective, specialised patient care within the environment of intensive research and excellent medical education.
bed complement as at June 2004

As Singapore's only university hospital, NUH actively supports clinical teaching for undergraduate medical student and postgraduate training for specialist doctors. The hospital also collaborates with and serves as a clinical and research base for the medical and dental faculties of the National University of Singapore (NUS).

Taking Patient as its focus, and the People its pride, NUH became the 1st hospital in Singapore to achieve Joint Commission International (JCI) Accreditation in Sept 2004. The JCI Accreditation affirms that the processes and procedures that we have put in place are of international quality standards that represent a worldwide consensus on quality patient care and reflects state-of-the-art healthcare practices and healthcare delivery trends.

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Company: Singapore Health Services Pte Ltd (SingHealth)
Technology/ Project: SingHealth Cluster-Wide Electronic Medical Records (EMR) System

Description

SingHealth is the first public healthcare organisation to have fully implemented an integrated online EMR system across all its 3 Hospitals, 4 National Centres and 8 Polyclinics in Singapore. The SingHealth EMR System:

- Provides a one-stop service for patient medical information and patient's past healthcare treatment information.
- Aims to improve patient care, service integration, operations efficiency, partner integration and enhance patient experience.
- EMR's features include:
  - Enterprise approach to integrate care across multiple facilities
  - Supports patient care and clinical processes
  - Cluster-wide access to results, discharge summaries and prescription information
  - Step-down referral automation with backend work flow integration
  - Online distribution of Radiology images

Benefits

- An reliable software platform and system that provides an integrated view of patient's medical information, including Hospital Inpatient Discharge Summaries, electronic prescriptions, drug allergies and medical alerts information, laboratory tests and radiology reports.

- Timely access to comprehensive, accurate and up-to-date clinical data enhances clinical decision-making for better quality management.

- Enhances patient safety through secured sharing of information across institutions and better communication with healthcare providers. Information sharing within the cluster at data field levels also allows for result trending, graphing, research and statistical purposes.

- Facilitates step-down care for patient management and follow-up at the appropriate site through sharing of patient records between multi-disciplinary care teams at the Community Hospitals as well as within the SingHealth Cluster of Institutions.

About SingHealth

SingHealth is the largest provider of acute healthcare in Singapore, made up of 3 Hospitals, 5 National Specialist Centres and a network of 8 Polyclinics. We are dedicated to providing quality healthcare that is affordable and accessible to our patients. At SingHealth, we are guided by the shared values of Clinical Excellence, Commitment and Collaboration to provide Genuine Care to all its patients.

Members of SingHealth Group:
Hospitals
Changi General Hospital, KK Women's and Children's Hospital and Singapore General Hospital

National Specialist Centres
National Cancer Centre, National Dental Centre, National Heart Centre, National Neuroscience Institute and Singapore National Eye Centre

SingHealth Polyclinics
Bedok, Bukit Merah, Geylang, Marine Parade, Outram, Pasir Ris, Queenstown and Tampines

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Merit Winner - Most Innovative Use of Infocomm Technology (Private)

Company: NTUC Income
Technology/Project: BigTrumpet.com

Description

Nationwide community portal based on Web services technology, to provide customers options to access and transact information through numerous channels and devices, and provide seamless, aggregated information in a highly efficient and convenient manner. Users have a single interface and comprehensive transactions without having to go to multiple websites belonging to different government and commercial organisations.

Collaboration forged among the "3Ps" – People, Private and Public sectors – to provide personalised value-added services to Income's customers.
- Consumer portal provides value-added services in an efficient and hassle-free manner with convenient choices.
- Organisation portal provides seamless application integration and "electronic workbench" for staff with Web-based accessibility, connecting our business partners to provide quality customer service.
- eWarehouse is a paperless digital system which convert 40 million paper documents to electronic form, streamline business processes and achieve robust business continuity management.

Benefits

- Significant savings were made by linking with Idac and motor workshops, resulting in lower claims cost. Policyholders benefited through lower motor premiums, and faster turnaround time in claims processing.

- Overall, Income overturned loss in motor insurance, and was able to offer competitive premium rates.

- For insurance processing, there was corporate-wide cost savings with the paperless digital system and increase in administrative productivity. In addition, there is overall reduction in document retrieval time and shorter processing duration for life insurance.

- For General (motor) insurance, the turnaround for verifying No-Claim Discount from other insurance companies was reduced from 7 days to 1 day.

About NTUC Income

Established in 1970 with a capital of S$1.2 million provided by NTUC and its affiliated unions, Income has grown into a leading life and general insurer in Singapore. It has total of S$11.6 billion and a total premium income of S$1.55 billion in 2003.

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Company: **YCH Group**
Technology/ Project: **Virtual Hub (V-Hub)**

Description
The Virtual Hub optimises and rationalises the manufacturing supply chain for highly complex regional/ global manufacturing requirements. It serves as an online "virtual" hub to handle cross-inventory load balancing and replenishment, and extended supply chain integration.

Virtual Hub synchronises entire supply network as a community to respond to business dynamics, via high level of abstraction of business processes and middleware technologies such as Web services instead of traditional EDI messages. The V-Hub Engine acts as central location to gather and pass information from different physical hub locations, customers, suppliers and providers via Web service in real-time, without physical processes or IT system integration.

Benefits
- The V-Hub Engine has enabled the collaboration amongst the different entities and service providers, shipping lines and forwarders to work together, and to provide total visibility on the entire spectrum of the supply chain.

- For our manufacturing customers, they now have the flexibility and capability to set up any new strategic hub quickly. This can be done without worry of the materials replenishment to the production plant or physical location of the hub. Regular reports on inventory aging and delivery orders help track movements of high-cost components to prevent over-stocking.

- Suppliers of common parts now need not maintain high safety stocks in each and every physical hub serving different manufacturing facilities. Suppliers also have the flexibility to send the physical inventory to the nearest material hub. Inter-hub replenishment can be activated for all suppliers in a consolidated mode, and there will be reduced shipment delays of missed commitments caused by component shortages.

- With the V-Hub in place, savings for freight to manufacturers and suppliers are estimated at around 40%. There are also significant efficiencies in terms of inventory holding cost of at least 30% to all parties. We estimate operational improvements of 15% for efficiency and productivity benchmarks.

- In the realm of logistics and SCM, leveraging and cross-applying efficiencies are critical tactics to create new business value. The V-Hub engine promises better optimization and consumption of inventory in the pipelines and hubs, as well as shorter lead-time required for replenishment.

About YCH Group
YCH Group, is a homegrown Logistics & Supply Chain Management MNC in Asia Pacific. YCH focuses primarily in servicing the end-to-end supply chain management requirements of World Class Companies in the electronics, chemicals, healthcare, pharmaceutical, oil & gas and fast moving consumer goods industries, such as MOTOROLA, DELL, SOLECTRON, TOSHIBA, ROCHE, CIBA, DYSTAR, SOLUTIA, LVMH, DANONE, CANON, DFS, and so on.

YCH provides the entire spectrum of solutions from fundamental 3rd Party Logistics (Warehousing, Transportation, Freight), to extended supply chain network analysis – design – development – engineering - deployment and implementation services, R&D, consultancy, training, asset optimisation and streamlining, procurement, functional outsourcing (secondary manufacturing, repairs & service centre management, call centre management), as well as other customised turnkey projects as required by customers.

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Merit Winner - Most Innovative Infocomm Product/ Service

Company: **GistXL Pte Ltd**
Product/ Service: **Gist Mobile Translator System (GMTS)**

Description

The Gist Mobile Translator System (GMTS) is a server-centric, data-driven machine translation system designed for the mobile market. It is one of the first commercially available solutions in the world that uses advanced hybrid language processing methods to deliver an industry-leading quality of translation. It is optimised to handle human communication and messaging content, and its stochastic nature allows the system to "learn" and improve over time.

By pioneering a new model of cross-language enablement, GistXL has launched a technology that has the potential to change the world, bringing about not just economic value but social value.

Benefits

- GMTS allows mobile users to translate intelligently between languages using their mobile phone or handheld device. The ability to communicate between different languages enhances business competitiveness of enterprises and personal effectiveness of individuals.

- GMTS is designed to be user-friendly. Users can receive or send the translation in the form of text, image or voice. GMTS also has inbuilt tools to intelligently process commonly used abbreviations and slang.

- GMTS is designed to be broadly accessible and supports a wide range of mobile delivery platforms such as SMS, MMS, WAP and GPRS.

About GistXL Pte Ltd

GistXL Pte Ltd is engaged in the design, development, customisation, management and support of language technology and services for the Internet, intranet and mobile networks, including natural language translation systems, terminology databases and multilingual dictionary systems.

The vision of GistXL is to create a better world through the elimination of language barriers so as to allow organisations and individuals to effectively participate in and benefit from being part of the global community.

The company owns the IPR to the GIST core translation technology, GMTS client-side applications, and messaging domain databases and corpora. In addition, it also owns the IPR to supporting applications such as its self-developed spell recovery, term recovery, language model builder, part-of-speech tagger and romanisation tools.

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Merit Winner - Most Innovative Infocomm Product/ Service

Company: **FriarTuck**
Product / Service: **FTStaffRosterer - Optimized Workforce Scheduling Solution**

Description
First launch of version 3.0 in September 2004, FTStaffRosterer is a unique rostering product with its state-of-the-art optimization technology as the underlying module for generating optimal rosters. The core component of the FTStaffRosterer is its proprietary solver engine, FTSolver, which is completely developed in-house by FriarTuck.

FTSolver is capable of handling very large optimization problems involving hundreds of thousands of variables and constraints while trying to optimize a similar magnitude of objective functions. It is unique in its scope and optimization capabilities, giving FriarTuck a leading edge in the domain of event scheduling.

FTStaffRosterer has been deployed at NASA (US) to administer and optimize a complex staff rostering problem involving scientists working on the prestigious Mars Exploration Rover Project.

Benefits
- FTStaffRosterer allows organization to maximize the potential savings gained through optimum use of their resources. For example, a large hospital using the integrated FTStaffRosterer, the potential cost-savings could run into millions of dollars over 3-5 year duration. The payback period is typically less than a year.

- The solution has proven time-saving capabilities in administering and optimising complex staff rosters. In matters of minutes, FTStaffRosterer can transform the complex and time-consuming tasks of staff scheduling into a synchronized and well-managed process. The solution also allows duty planners to generate optimal staff rosters quickly and easily without any hassles.

- FTStaffRosterer can be easily customised according to the customer's unique rostering requirements and preferences. It also integrates seamlessly into the customer's existing IT infrastructure such as Payroll, Personnel Management and Leave Management Systems

About FriarTuck
FriarTuck is a software company dedicated to developing and marketing optimized event scheduling solutions. FriarTuck powers its products with unique combination of optimization technologies, utilizing the latest developments in constraint programming, Operations Research and heuristic search. The use of these technologies allow FriarTuck to deploy robust and cost-effective solutions that add unique value to its clients by generating optimized event schedules reliably and within acceptable runtime. The scheduling solutions are professionally designed, complete with user-friendly interfaces, and are integrated in the client's software and hardware infrastructure.

FriarTuck focuses on optimized workforce scheduling solutions in healthcare, airline, hospitality and manufacturing industries. FriarTuck's Research and Development division is constantly striving to ensure that FriarTuck remains at the leading edge of event scheduling technologies.

Some of the marquee clients include NASA (US), Wharton Business School (US), Big East Conference (US), University of St. Andrews (UK), Nanyang Technological University, National University of Singapore, Changi General Hospital (Singapore) and National University Hospital.

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Merit Winner - Most Innovative Infocomm Product/ Service

Company: smartBridges Pte Ltd
Product/ Service: airHaul Nexus

Description
smartBridges's airHaul™ Nexus family of products that utilizes the Nexus platform to provide a new benchmark for intelligent wireless backhaul and enterprise-class last mile broadband access. Product differentiating factors include, reliable and intelligent outdoor wireless products and providing excellent 24x7 technical support for customers.

The airHaul™ Nexus family of products utilizes the Nexus platform to provide a new benchmark for intelligent wireless backhaul and enterprise class last mile broadband access. These intelligent backhaul radios provide the ideal solution for Near-Line-Of-Sight applications in enterprise point-to-(multi)point wireless wide area networks (WAN) or service provider extensions. The possibility of 'unwiring our world' and enabling wireless Internet access across entire towns, states or even countries is a significant opportunity for Internet Service Providers (ISPs) as well as incumbent carriers.

Benefits
- Used for the deployment of point-to-(multi)point wireless wide area networks, the airHaul™ Nexus is designed to provide a cost-effective alternative to expensive leased T1/E1 lines and multiple T1 circuits.

- smartBridges developed the Nexus platform in recognition of the need to provide cost-effective wireless coverage across wide areas. Whether the wireless coverage is at urban or rural areas, small medium enterprises or residential areas, cafés or restaurants, smartBridges' intelligent wireless solutions help open up new lucrative market segments.

- smartBridges envisions that the availability of these intelligent features will help Service Providers deploy large and scalable wireless networks to enhance the stability of their existing networks.

About smartBridges Pte Ltd
We simplify how people across the globe access the information through carrier-class, outdoor wireless networking products. We manufacture compelling solutions for providing broadband access over wide areas including homes, offices, hotels, recreation parks and other public establishments. These solutions incorporate our LongRange™ radio technology to provide industry best performance.

For more information, please visit http://www.smartbridges.com/

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