

# THE MIDDLE EAST INSTITUTE OF HEALTH UNIVERSITY HOSPITAL

## SUCCESS STORY



People365<sup>®</sup>  
HCM



MEIH  
MIDDLE EAST INSTITUTE OF HEALTH  
UNIVERSITY HOSPITAL

*“Data inaccuracies and poor financial reporting caused significant disruption, so MEIH-UH turned to People365 to reduce burdens and costs by improving its time attendance and payroll workflows.”*

## THE CUSTOMER



The Middle East Institute of Health University Hospital was established in 2003 with more than 160 beds to accommodate patients. It is a tertiary health care center committed to the wellbeing of the patient and their families. Their specialized physicians and dedicated team strive to provide the highest quality of care and service for all people, while preserving quality of life.

MEIH-UH has all specialty branches in over 100 private clinics, equipped with cutting-edge technology, and has established centers of excellence in several specialties including Oncology, Obesity, Kidney Transplant, Cochlear Implant, Bone Marrow transplantation and Epilepsy & Neurosciences program.



Being a leading HCM provider in the Middle East and Africa region, with over 35 years of experience, “People365” is a comprehensive Human Capital Management System (HCMS) consisting of the Time & Workforce Management, Payroll, HR and Mobility modules. Having more than 1,200 references coming from leading companies in all types of industries, People365 is compliant with more than 82 countries’ rules and regulations. The system helps companies manage the complete work cycle, from headhunting human talents all the way to retirement. People365 operates both regionally and globally, covering the EMEA region through offices in UAE, KSA, Egypt and Lebanon.

## THE CHALLENGE

The hospital used an old system for their HR processes, so they had to deal with a lot of manual work and a load of data entry into accounting system. This complexity posed a number of problems including payroll accuracy, staff productivity, extra costs and much more. Much time and effort were needed to go back to a previous payroll. Not to forget that regulatory and financial reports were a serious bottleneck. MEIH-UH needed an easy-to-use HCM solution that automates their HR processes without the need for certain technical capabilities.



## THE SOLUTION

People365 provided MEIH-UH with the needed consultancy to detect the main pain points and advise on the needed solution. Accordingly, they were recommended to revise and enhance their internal processes and policies through new technologies and automation.

MEIH-UH has seen significant improvements since their migration to People365 HCM Cloud solution covering Time & Workforce Management and Payroll. The advanced solution integrated with the existing accounting system seamlessly. MEIH-UH witnessed 100% payroll accuracy as it became an automated procedure compliant with MOF and the hospital industry. They were able to free up valuable time and managers allowing them to work more efficiently. People365 has enabled creating detailed reports swiftly, gaining real-time data visibility about their employees anytime, anywhere and building different complex schedules. MEIH-UH benefited also from the bulk assignment feature for leaves that was an additional way to reduce manual work.

## BENEFITS

### People365 HCM solution successfully helped MEIH-UH to:

1. Improve business processes
2. Gain a global view of all employees and related data
3. Reduce paper and manual work
4. Generate real time reports and analytics
5. Eliminate paper and excel-based tracking
6. Ensure safety, security and availability of data anytime, anywhere
7. Automate payroll generation
8. Complete, current and accurate attendance data
9. Export any report to Excel
10. Save time and money
11. Boost employee satisfaction
12. Customize flexible schedules & shifts to meet changing patient volumes and care needs

“We were very satisfied from the support People365 team insured, especially that the implementation was executed during lockdown. They set the project plan, managed all issues and assisted in planning and executing each phase of the implementation.”



**People365<sup>®</sup>**  
HCM

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