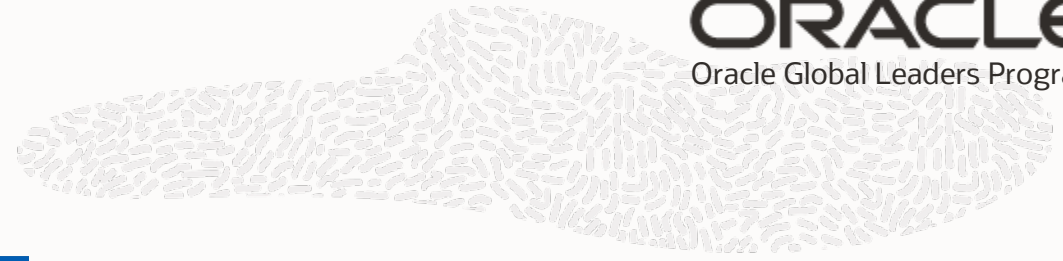




# Oracle Analytics Panel

# Oracle Analytics Customer Panel

**ORACLE**  
Oracle Global Leaders Program



**Andre Tyler**  
BI Service Manager  
HSBC

**Nick Greenley**  
Head of Business Intelligence  
NHS Business Services  
Authority

**Jon Mead**  
Managing Director  
Rittman Mead



# Oracle Analytics Customer Panel



**Andre Tyler**  
BI Service Manager  
**HSBC**

# HSBC's journey with Oracle Analytics Cloud

July 2021

Andre Tyler  
Global Fusion analytics lead





One of the top 10 international banks

**235k** employees

**64** countries and territories

**40 million** customers



One of the top 10 international banks

**235k** employees

**64** countries and territories

**40 million** customers

## Oracle Fusion in HSBC

Fusion financials, procurement, expenses and billing

**160k** active users on Fusion ERP

**1m** expense reports

**3m** invoices

**40m** journal lines

**250m+** sub ledger accounting lines

**150+** legal entities

**93%** global cost base on Fusion - 2021

# Analytics challenges

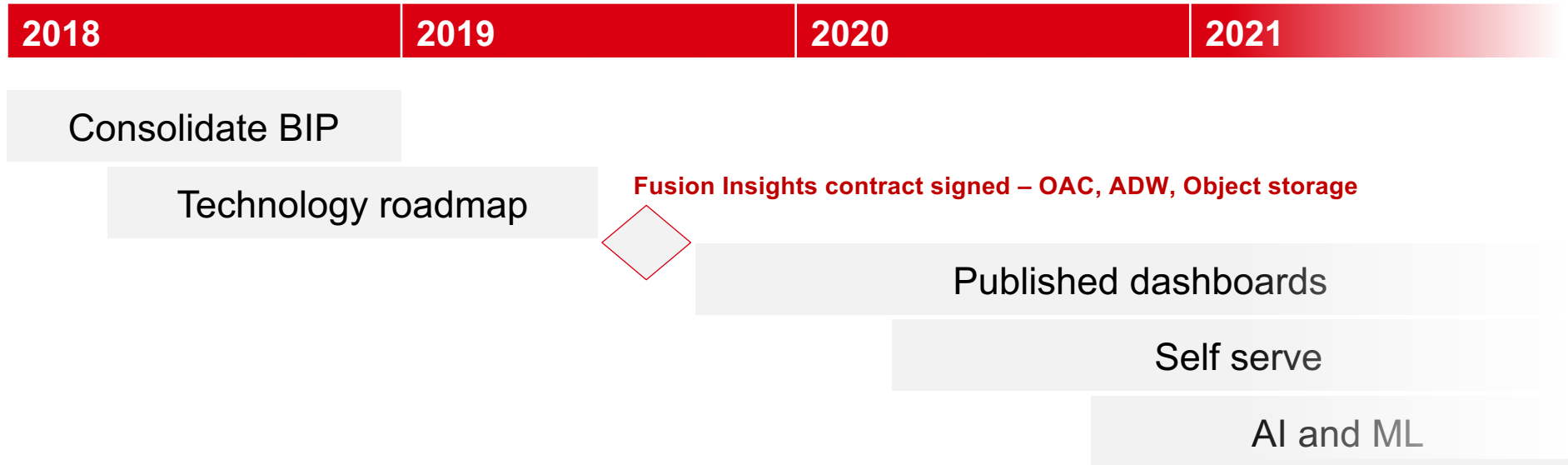
No dedicated team focussed on reporting or analytics at the start of the programme

- Too little change and user engagement
- Reporting siloed in functional teams
- Explosion in customised operational reports
- No reporting or analytics strategy
- User needs not met, no self serve

Reporting limited to operational reports

- Huge extracts from Fusion
- Concerns on security, access control
- Other solutions fill the gap
- Struggle to maintain single version of the truth
- Huge amount of hidden duplication of work

# The reporting & analytics team started in Jan 2018



## 21 releases in 2020

Deliver fast and incrementally

Don't wait for perfect requirements

Small and highly experienced devops team

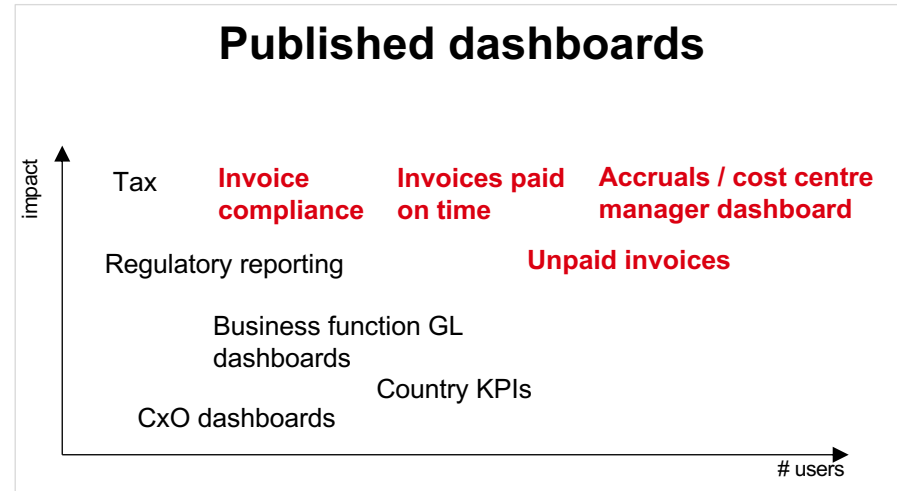
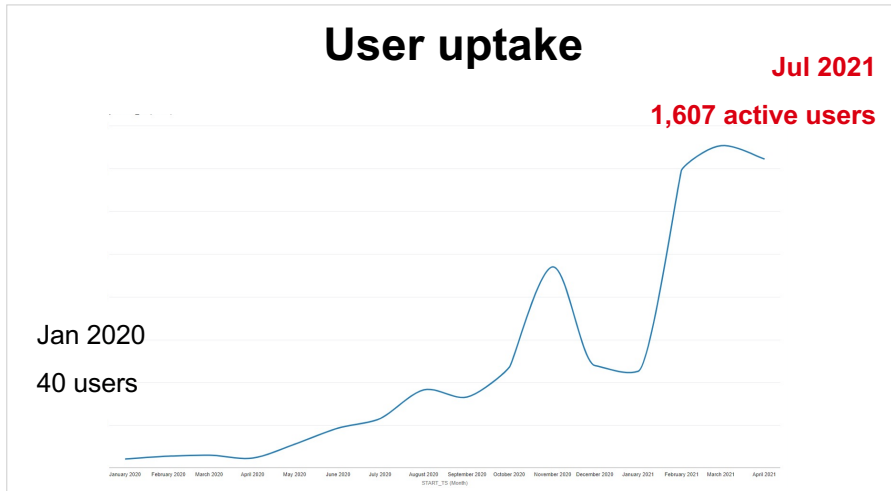
Focus on user experience

Advanced features when users are ready

Partnership with Oracle



# Just a few highlights



### Self serve

30 published templates

1,359 user generated dashboards

### ML

Identify duplicate invoices with a 90%+ confidence

# What's next

Fusion has been a great success in HSBC

Oracle and HSBC have now transformed analytics into one of the key benefits communicated to new countries when we deploy Fusion

Current initiatives include

- Machine learning on anomalous invoices
- Supporting our data champions with bespoke training
- Roll out of My Expenses to all 160k users

Thank you to the team

Gopinath Radhakrishnan

Jignesh Patel

Praduman Singh

Sreekanth Kamtam

Venkat Koduri

Venkata Sai Kiran Kota

Vikram Uthaiah

# Oracle Analytics Customer Panel



**Nick Greenley**  
Head of Business Intelligence  
**NHS Business Services Authority**

# **Oracle Global Leaders Event**

Nick Greenley

Head of Business Intelligence, NHSBSA

# Agenda

- Who am I?
- What is the NHSBSA?
- Oracle Cloud Use Case(s)
- Situation before moving to the Cloud
- Motivation to move to the Cloud
- High level Architecture of the Cloud solution
- Business Benefits of the solution
- Benefits of Oracle Analytics Cloud
- Next steps

# Nick Greenley – Head of Business Intelligence, NHSBSA

- 24 years experience in the IT industry with a passion for data in both the public & private sector
- NHSBSA for just over one year
- Experienced senior leader driving transformation through technology, people and process.
- Headed up teams and organisations to drive up data maturity, agility, usage, sharing and democratisation.
- Led the creation of high performing Business Intelligence (BI) teams with a focus on BI development and the supporting service to generate high quality and reliable data and BI outputs, made available to a wide variety of consumers.
- Led high availability and secure data services and platforms both in the Cloud and on-premise.

# NHSBSA performance summary 2020-21

**£1 billion**

total amount of recurring savings the NHSBSA has delivered for the NHS and its patients



**11 million**

candidates registered to use NHS Jobs enabling **4.2 million applications**



Over **1.2 million** NHS employees accessing the **Electronic Staff Record** portal



Over

**1,000,000,000**

**prescription items** processed every year



Over **70%** of prescriptions sent using the **Electronic Prescription Service**



**£35 billion**

the amount of money flowing through our organisation

Over

**43 million**

dental forms processed



**700,000** people used our **Help with Health Costs** checking tool



**9,000** employers and **3 million** members in the **NHS Pension Scheme**



**97%** of dental forms produced electronically

# NHSBSA operational services





# Our Customers



**Digital**



**Improvement**



**England**



**Counter Fraud Authority**



**Health Education  
England**

*The*  
**AHSN**  
*Network*



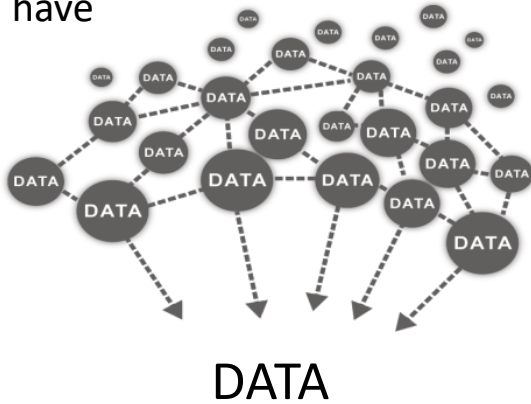
**Department  
of Health &  
Social Care**



**Public Health  
England**

# Cloud use case - Value Drivers

So we have the...



Patient Safety

Fraud & Error Detection

Improved Reporting

Improve Operational Efficiency



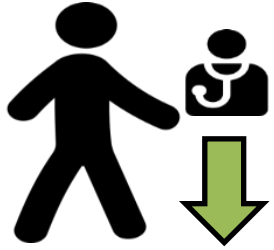
Improve Patient Care

Forecasting

Identify Savings

DRIVERS  
VALUE

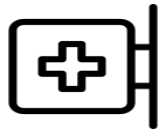
# Cloud use case - COVID-19- examples



Reduce Footfall at GP's  
- Electronic Repeat Dispensing  
- Personally Administered Items



Providing data on dental workforce and urgent and non-urgent treatments carried out during this time.



Identifies additional pressures on pharmacy for delivering medicines.



Number of reports around prescribing trends, drug prices, dental visits etc.

**NHS**



**Digital**

COVID-19 Shielded  
Patient List

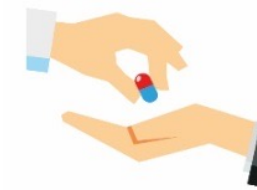
# Benefits from our work

	Examples
Supporting patient care and safety	<ul style="list-style-type: none"> <li>-Polypharmacy Prescribing Comparators</li> <li>-Respiratory Dashboard</li> <li>-Opioids &amp; Controlled Drug Monitoring</li> </ul>
Supporting commissioning activities	<ul style="list-style-type: none"> <li>-Pharmacy &amp; Dental Provider Assurance</li> <li>-Antimicrobial Prescribing Quality Premium</li> </ul>
Supporting the Medicines Value Programme	<ul style="list-style-type: none"> <li>-Drive Savings using Generic Drugs</li> <li>-Over The Counter Medicines</li> <li>-Low Value Medicines</li> </ul>
Using prescribing data to develop insight	<ul style="list-style-type: none"> <li>-Cancer Registry Data</li> <li>-Drug related deaths and suicides</li> <li>-Prescribing of liquid antibiotics to children</li> </ul>
Identifying potential fraud and error	<ul style="list-style-type: none"> <li>-Quantify losses to fraud/error amongst dental patients and contractors</li> <li>-Identifying unusual behaviour by pharmacy contractors</li> </ul>



## 49% of practices

reduced the number of patients prescribed 2 or more medicines likely to cause kidney injury in the 12 months ending June 2018



## 107,000

fewer patients receiving antibiotics in the 12 months ending June 2018



## £1.3 million

savings since the introduction of the Generic Savings Dashboard in October 2017



## Understanding Care Pathways

prescription data linked to PHE Cancer Registry

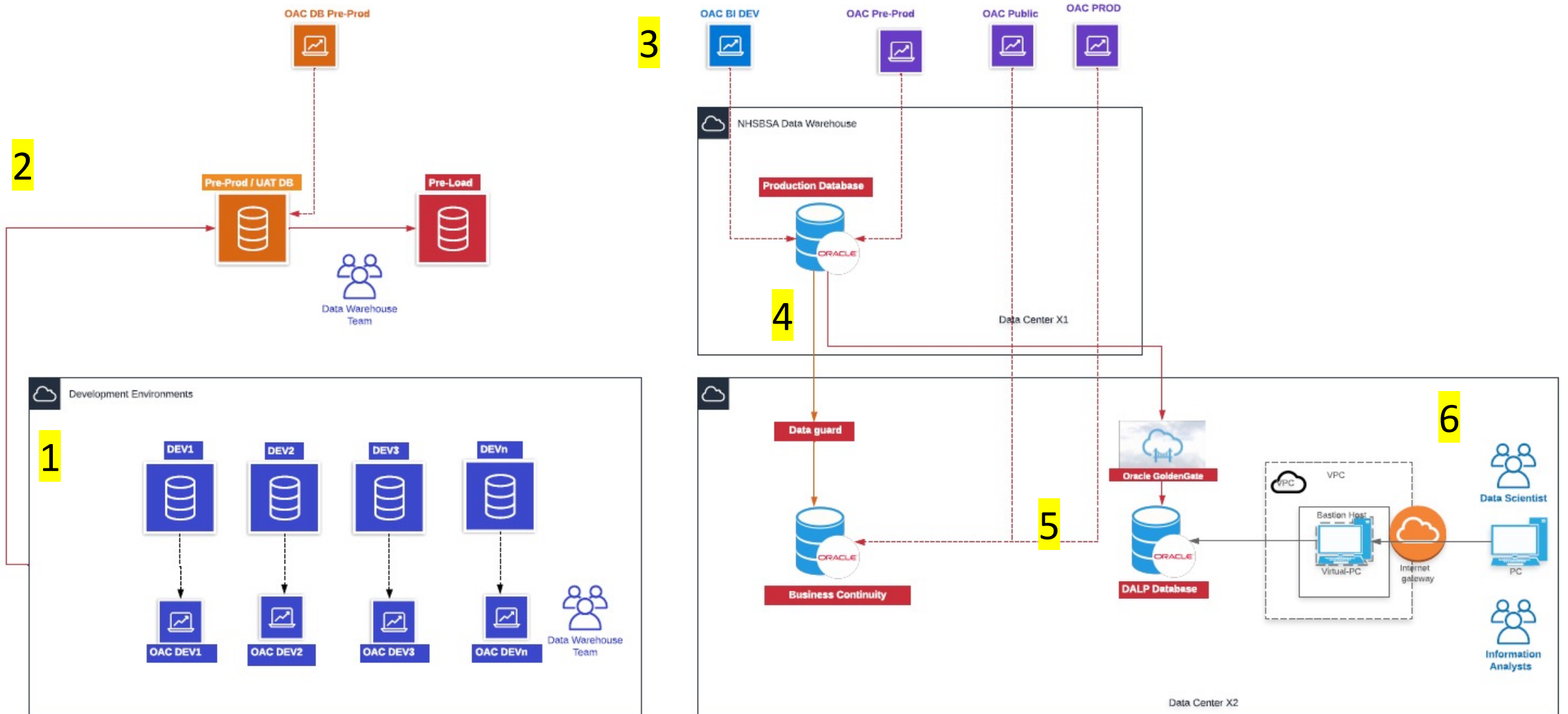
# Situation before moving to the cloud

- Uncertainty on longevity of current platform
- Outgrowing current capacity
- Unable to meet increased demand on system, resulting in poor user experience
- High maintenance and running costs
- Unable to benefit from cost savings offered by new features in more recent Oracle Releases
- Data Latency of the business continuity servers

# Motivation to move to the Cloud

- Business continuity
- Improving customer experience
- Reduction in Total Cost of Ownership (TCO)
- Flexibility/Elasticity
- Latest Oracle releases and new features (future proof)
- Cloud Interoperability to AWS, Azure, Google Big Query etc
- Mitigation of risk through close collaboration with Oracle

# NHSBSA High level Oracle cloud architecture



# Business Benefits of the solution

- Total Cost of Ownership (TCO) reduced by 25% on day 1
- New architecture which would have been cost prohibitive to create our “Path to Live”
- Improved user experience
- Cloud interoperability provided by 19c – Improved access to data, enabling quicker journey to delivering ‘insights’
- Disaster Recovery instance in a UK data center



# Benefits of Oracle Analytics Cloud

- Flexibility
  - Costs are easily reported and tagged to specific services lines to control costs and Total cost of Ownership (TCO)
  - Performance to meet customer demands at peak times (Elasticity)
  - Services (Pay as you go)
    - Allows faster experimental of new services
    - Pay only when you use the service
- Platform as a Service (PaaS)
  - Automatic Patching of the platform (reduce administrative overhead and security risk)

# Next steps

- Data carousel
  - Saving on storage costs
  - Quicker to replicate data in multiple (dev) environments
- API Gateway
  - Creation of data layer (non Personal Identifiable Data)
  - Easier access to sharing Open Data
- Autonomous scaling of the Enterprise Data
- Further Goldengate use cases
- Data Science Platform proof of concept (POC)
- Oracle Analytic Cloud sandbox (explore and experiment) new releases (automatically)

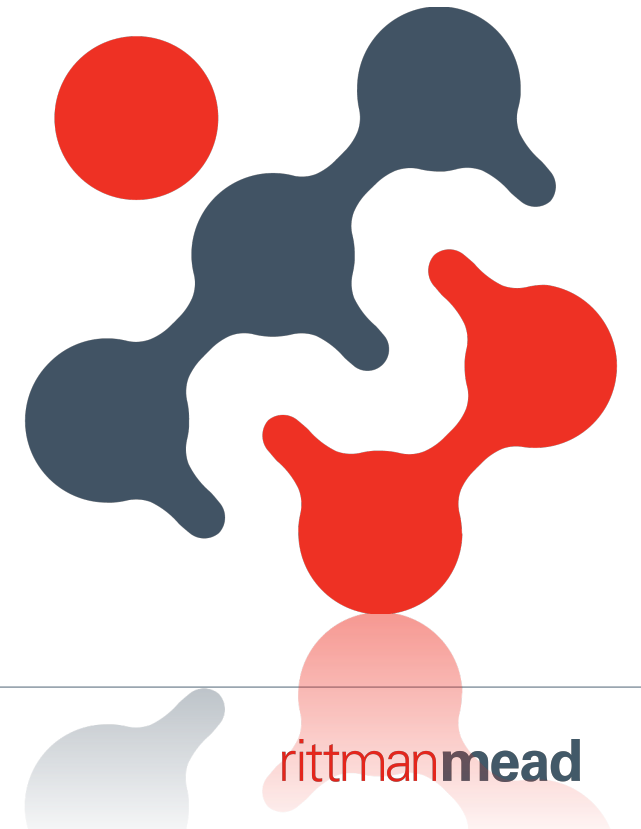
# Oracle Analytics Customer Panel



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Managing Director  
**Rittman Mead**

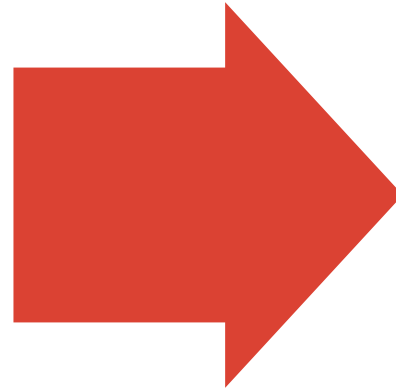
# Rittman Mead - DWGL - OCI Migration

- Jon Mead
- CEO Rittman Mead
- Oracle partner specialising in data and analytics
- Quick view of an OCI Data Warehouse and Analytics on premise to cloud migration
- Client is an NHS Trust where managing cost is critical



# Current Architecture - On Premise

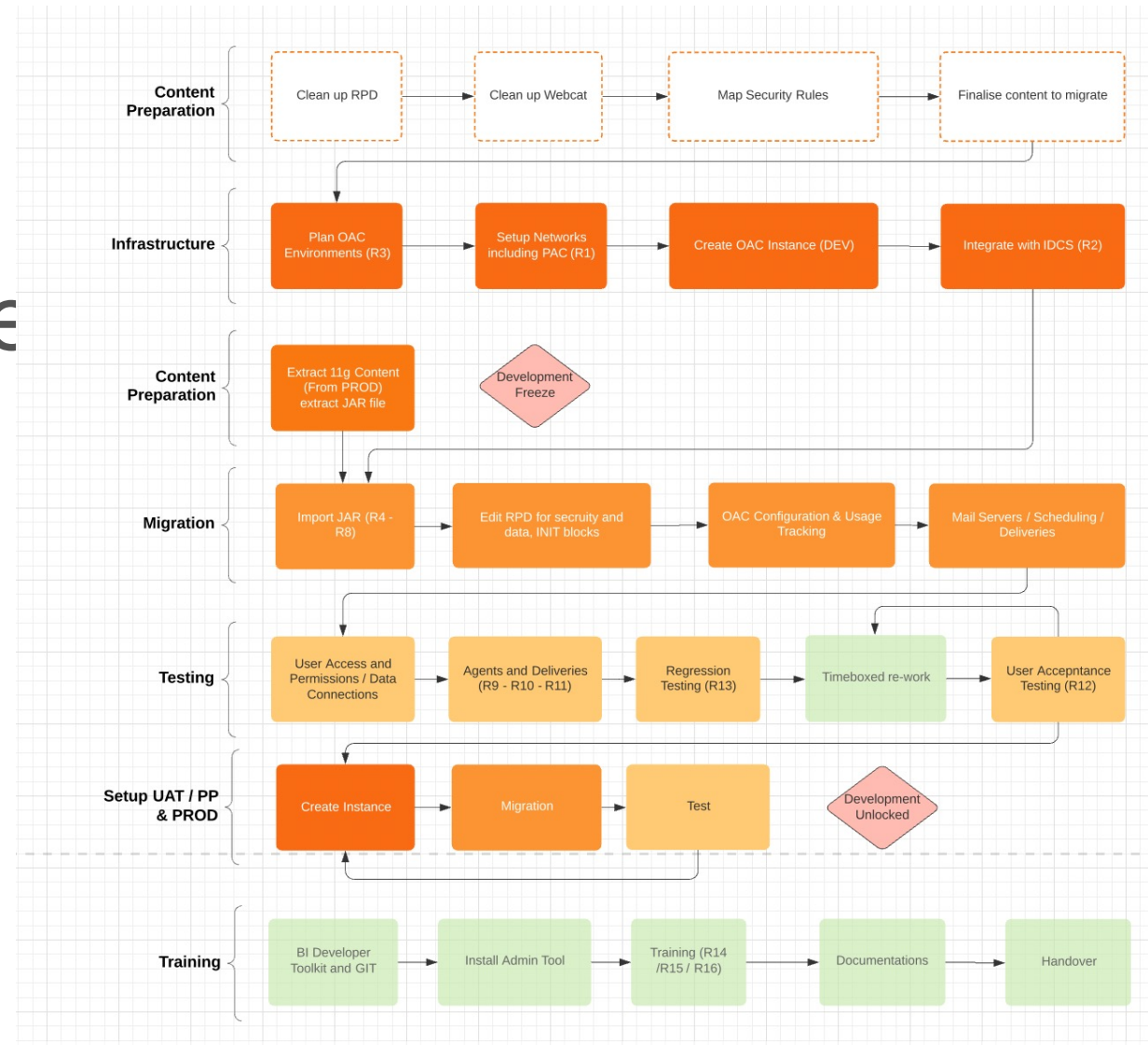
- E-Business Suite 11g
- ODI
- Data Warehouse running in an Oracle Database
- OBIEE



- E-Business Suite 12c running on IaaS
- ODI
- ADW
- OAC

# Process

- Only migrate what you use
- Location of database determines some network and config
- IDCS related config may also be needed
- Don't overlook user adoption

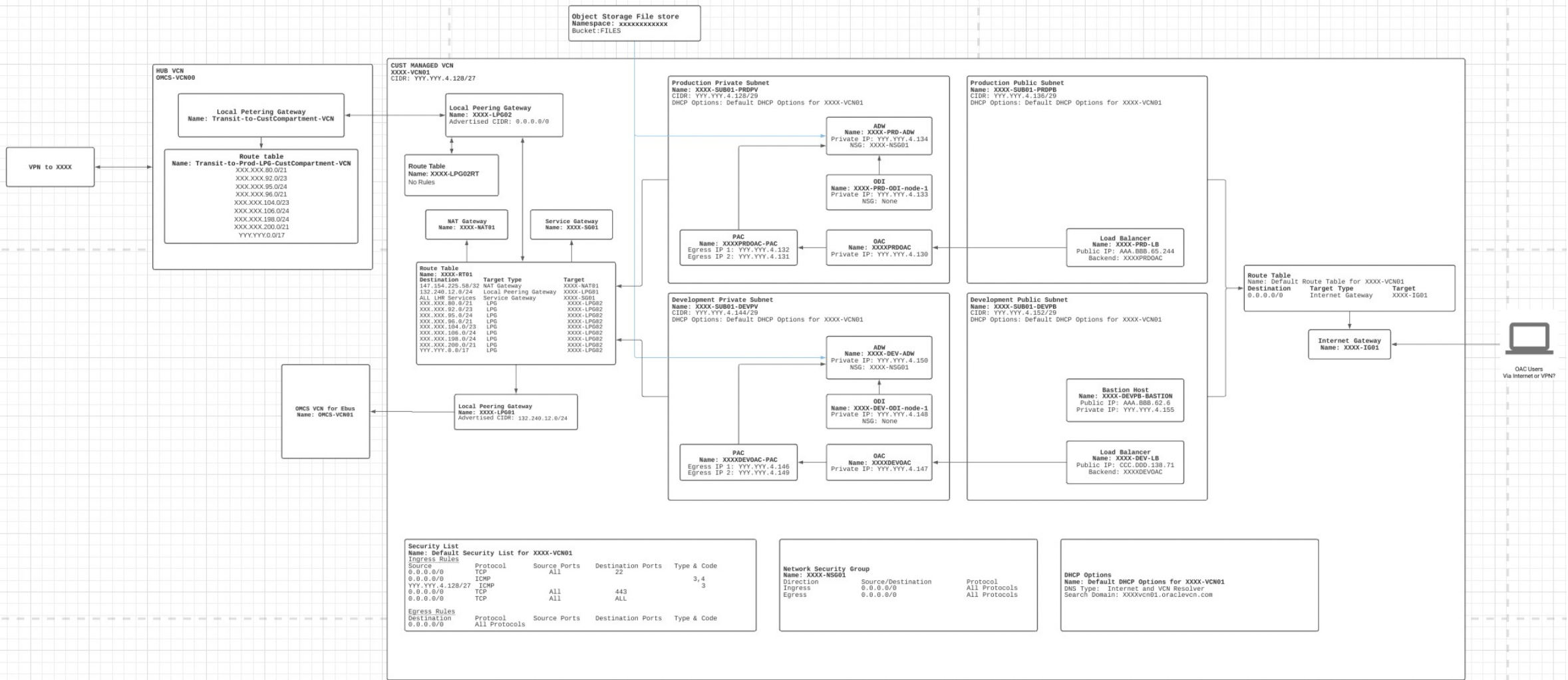


# Complexities

- Parallel (ish) migrations
  - E-Business Suite, ODI, Data Warehouse and OBIEE
- Identity Provision
  - Must go through IDCS
- Network configuration
  - See next slide



# Network Config



# Observations

- ODI Marketplace with a target of ADW doesn't require a license
- ODI 'lift and shift' was very straight forward, topologies changed and everything 'just worked'
- Authentication and authorisation are elements
- Autoscaling on ADW
- Usage2ADW Marketplace App gives visibility of usage
- OCI CLI can be used to automate startup, shutdown and scaling

# Benefits

- Oracle Support Rewards
- Removed on premise ODI license
- DV opens up data preparation, data exploration and citizen data scientist
- Autoscaling optimised ADW CPUs
- Reduction in costs
- Visibility of costs

# THANK YOU



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**HSBC**



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