SOURCE*it*HR
OUTSOURCING · CONSULTING · TOOLS

DaVita Kidney Care | Case Study

DaVita Inc. provides kidney dialysis services through a network of

2,753 outpatient dialysis centers in the United States

serving **206,900** patients, and **259** outpatient

Dialysis centers in **10** other countries serving **28,700** patients.

The company primarily treats end-stage renal disease (ESRD), which requires patients to undergo dialysis 3 times per week for the rest of their lives. The company was founded in 1979 as Medical Ambulatory Care, Inc., a subsidiary of National Medical Enterprises, Inc. (now Tenet Healthcare), and is ranked 188th on the Fortune 500 and 29.7% is owned by Berkshire Hathaway.

Background

When DaVita and SourceitHR first implemented they were utilizing far more antiquated systems and approaches for processing their HR functions, and had a high turnover rate in the payroll team coupled with the lack of knowledge and experience in local laws and regulations across multiple countries.
The partnership between SourceitHR and DaVita strived to:

- Increase HR efficiency by taking away the inefficiency of highly transactional processes
- Automate and streamline time consuming HR processes
- Improve overall accuracy and efficiency of the payroll process

Situation

DaVita is a sizable organization in the healthcare field, which is notorious for being rapidly evolving and with little room for error. Since their inception they have utilized a traditional manner of processing payroll with errors that were frequently easily avoided, and this posed a few challenges:

- Entrenched culture of traditional HR processing and not letting go to expanding their horizons
- Resources assigned to doing menial and tedious HR operations with is not cost effective
- Manual payroll processing led to errors in calculations and unnecessary costs
- With expansions in other countries in the pipeline, learning laws and regulations of payroll was difficult and led to many errors which were costly
- Lacking in streamlining systems resulted in dramatically decreased efficiency.

These unnecessary costs, frustrations and lack of efficiency, held back the organization from being as efficient as it could be, and not fully utilize the potential of its human capital.

Solution

SOURCEitHR provides a comprehensive suite of human capital management solutions that cover outsourcing, organization and management consulting, as well as analytics and surveys. The combined strength of the **MenaITech** and SOURCEitHR portfolio gives us the technology edge as well as footprint to serve our customers anywhere, anytime:

- Payroll outsourcing solutions for both SMEs and large corporations
- PEO and Secondment for further efficiency
- Full time customer service
- Automated and risk-free systems
- Efficient and effective HR tools
- Full time HR & Management Consulting services to ensure that the correct choices are being made for each unique situation.

Solution in Action

After implementing, the chaos of traditional payroll cycles and the stress of human error were almost eliminated. The client's HR Operations is now focused more on serving their internal customers on more strategic matters in HR:

- Payroll processing with near perfect accuracy
- Insights into people pay, benefits and allowances saved the company more money
- Understanding of local laws and regulations improved business mobilization
- Round the clock support and advice

SourceItHR's payroll outsourcing services and solutions helped the organization by improving the level of service provided to employees, making the team more efficient overall and reusing time wasted on more strategic HR related tasks.

Implementation

According to Sabri Sabri, the Managing Director of the of DaVita in the MENA region, *"By outsourcing our payroll platform with SOURCEitHR we received accurate, confidential, timely-based, and a high level of service which positively reflected on our workflow and raised the effectiveness of our HR team by focusing on more strategic HR aspects."*

Results

DaVita tracked the following direct benefits of implementing SourceItHR's payroll outsourcing services and solutions:

99.7	55%	100%	23.5%
Accuracy in payroll processing	Improvement in overall HR service delivery	improvement in expansion to other countries due to speed and knowledge	Reduction in operational costs