



# A Forecast for Better Health Service

*vdek meets cost and quality requirements through self-service analytics*

vdek (Verband der Ersatzkassen e.V. — Association of Substitute Health Insurance Companies) is a German organization that represents the interests of and provides services to substitute health insurance companies. The association offers support in a range of business areas, including contract negotiations with hospitals over individual charges for medical services and overall budgets. vdek also develops software to verify hospital bills and provides advice when there are changes in the law. All of this directly impacts service provision to insured parties.



“BI Office gives us many more options in terms of customized data analytics and evaluation. And the users are completely satisfied too. BI Office is very intuitive to use.”

Markus Rings  
Consultant for Data and  
Information Management



By using BI Office, vdek can optimally prepare for budget negotiations by simulating new charging systems and their associated changes. “By allowing us to simulate new charging systems, BI Office gives us the ability to forecast the development of costs over time. That means we can already start making cost-effective decisions during the negotiation process while complying with the quality requirements for individual services,”

explains Dirk Jurgen, budget negotiator at health insurer Barmer GEK.

According to Rings, “Overall, Pyramid Analytics is very easy to work with. I find that I am always pleasantly surprised — the customer service team responds promptly, handles your requirements in the most effective way, and always finds the right solution quickly.”

Before choosing BI Office, the association tested alternative solutions that lacked the necessary self-service functionality and customizability. With BI Office, employees can interact with the data on their own, which significantly relieves the burden on the data information management system.

With the success of their BI Office implementation, vdek intends to expand its BI activities. The association is not yet using all the functionality BI Office has to offer, but already has big plans for the future, including creating in-house data models.

## HIGHLIGHTS

### USERS

hundreds

### DATA VOLUME

1.5 billion records

### IMPLEMENTATION EASE

server-based | seamless integration via [webtelligence](#)

Learn More

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