

Inera Improves IT Cost Budgeting Accuracy and Efficiency with Solver

Inera is a public sector company collectively owned by SKL and Sweden's counties and municipalities, managing online and IT-services for Swedish public healthcare providers. They deliver and manage 30 different IT-services, from public-facing websites like 1177.se to identification and decision systems used by healthcare providers and hospitals. With an activity-based cost model for pricing, Inera faced significant challenges in calculating costs accurately. One employee often works with several different services, making it difficult and time-consuming to determine how much of each employee's cost should be attributed to which service.

**INDUSTRY**

Healthcare IT Services

ERP

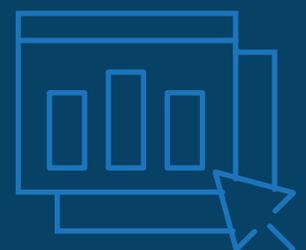
Custom Service Catalog and Financial System

“ Finding out just how much of the cost of the employee should be attributed to which service can be difficult and time-consuming. We needed a more powerful tool for budgeting and reporting in order to calculate costs and produce forecasts more efficiently and with more accuracy ”

– Björn Almqvist, CFO

THE CHALLENGE

With a large range of services, Inera consolidated service management and customer service to create a more effective corporate structure. However, this complicated cost calculations, as determining how much each service burdens each employee became increasingly difficult. Inera needed a system that could calculate service costs without requiring employees to maintain constantly updated logs of their time distribution.



Prior to contacting Solver, Inera already had a working system for budgeting and reporting delivered by Netgain. The problem was they needed a more powerful platform, since their current system stored information in a separate database and performed all calculations in Excel. This proved hard to scale, so they searched for a new system that could work without Excel's limitations.

THE SOLUTION

According to Björn Almqvist, CFO at Inera, they settled on Solver based on a recommendation. The municipality of Jönköping had evaluated several budgeting and reporting systems and recommended that Inera turn to Solver.



Within a timeframe of fifty days, Inera received an implementation of Solver Planning with a connection to their service catalog and financial system. Working with Solver and implementation partner Netgain, they deployed a solution for budgeting and calculating the costs and prices of their services using an ABC-model that builds services from components, sub-components, and resources. Rather than requiring exact time tracking, Inera works with models based on approximation of time distributed.

THE RESULTS

Solver Planning has provided Inera with a more powerful tool to calculate costs and generate simulations, enabling them to generate more accurate forecasts and create a better basis for their internal pricing of IT services and products. The implementation has enabled Inera to be a more efficient company that can produce accurate forecasts and simulations, leading to a better foundation for their calculated costs.



The solution generates prices that better reflect the actual costs of the services they provide. By moving beyond the limitations of Excel-based calculations, Inera now has a scalable platform that supports their activity-based costing model across all 30 IT services they manage for Sweden's public healthcare system.

SUMMARY

The implementation of Solver by Solver and Netgain has transformed Inera's ability to manage complex cost allocations across their diverse portfolio of healthcare IT services. The solution's powerful calculation capabilities and flexible modeling enable Inera to maintain accuracy while working with approximations rather than burdensome time-tracking requirements. This approach gives them the efficiency they need to support Sweden's public healthcare providers with competitive, accurately priced IT services.

"We like to do, what I call, approximately right, instead of exactly wrong."

– Björn Almqvist, CFO

