

**valantic**



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AOK Nordost is  
making **great**  
**efficiency gains**  
thanks to a data  
warehouse



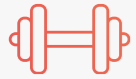


# AOK Nordost

With a total of 1.7 million people insured, AOK Nordost is the largest statutory health insurance company in the region. It offers excellent service, innovative services, and the highest level of expertise in all health issues – from A to Z. AOK Nordost's goal is to provide its insured with outstanding service, to organize the best possible care, and to work together with all partners and service providers to create a more efficient health system.

As of January 1, 2011, the Allgemeine Ortskrankenkasse Nordost was created from the merger of AOK Berlin-Brandenburg and AOK Mecklenburg-Vorpommern. It is a self-governing public body and one of eleven independent AOKs.

# Project overview



## Challenge

Integration of data from different source systems to create a uniform and versatile database for controlling and analysis.



## Consulting approach

Implementation of an enterprise-wide data warehouse that serves as a central database (single point of truth) and enables automated data acquisition and cross-topic evaluations.



## Customer benefits and solution

With the new data warehouse, AOK Nordost has dramatically increased data processing efficiency, reduced manual effort, reduced costs, and laid the groundwork for more accurate, faster business decisions.





# The challenge

## Development of a **uniform, versatile database for controlling and analysis**

After the merger of the formerly independent local health insurers AOK Berlin, AOK Brandenburg and AOK Mecklenburg-Vorpommern, AOK Nordost faced the challenge of taking into account the three insurers' various source systems (e.g., SAP Oscare, Recipe 300, Ariadne, various Access applications, and many more) in the evaluations.

The acquisition of data for cross-topic analyses alone required a great deal of manual work. The many specialized Access applications required a lot of maintenance and were not suitable for cross-department and cross-company evaluations. Ad hoc analyses were not possible.

There was no uniform reporting system for all companies and specialist departments. It was therefore decided to create a comprehensive and unified data warehouse (single point of truth) into which all source systems flow and are prepared for reporting requirements.



# Solution & results in detail

The company-wide data warehouse, designed in 2011, is still in use today, and its structure is unchanged. However, it has been expanded continuously in order to integrate and serve new specialist and subject areas.

The data warehouse continued to exist when the front-end tool IBM Cognos Analytics was replaced with SAP BO (WebI and Lumira) and the IBM Data Manager ETL tool was replaced with SAP Data Services during ongoing operations.

Here is an excerpt of applications and reports that have been developed jointly by valantic and AOK Nordost based on the data warehouse:

- Company reporting for all employees at the company
- Standard reporting for all specialist departments
- Insured account for analysis of customer segments
- Practice profile
- Medical network reporting
- Support for various RSA testing processes
- Monitoring the processing of electronic mail (dark processing)

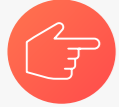
„The new solution ensures greater efficiency, reduces the workload, and thus significantly reduces the burden on employees.“

Martin Bach

Director Business Intelligence  
at AOK Nordost



- Reporting for the CfG (Center for Health)
- GKV clearing procedure
- Customer segmentation to analyze customer needs and target groups
- Establishment of metadata management



## Six advantages at a glance:

- **Uniform database:** A consolidated and pseudonymous database enables precise, uniform, and data protection-compliant analyses.
- **Cost savings due to significantly reduced manual effort:** Cost reduction thanks to less time spent on data acquisition and processing.
- **Cross-departmental evaluations:** Comparability of all key performance indicators through common dimensions such as time, service provider, and insured.
- **Great transparency:** Complete description and evaluation of all data thanks to metadata management.
- **Current reports:** Make more successful business decisions with always reports that are up-to-date and accurate.
- **Innovative technologies due to data warehouse:** Use of machine learning and AI to support fraud detection and automated processing.

„The days when we invested valuable human resources in creating presentations of figures, data, and facts are over thanks to our corporate reporting. For this purpose, there are now uniformly visualized reports for all employees with unrestricted access. Perfect.“

Anke Mader

Head of Finance  
at AOK Nordost



# The project history

The teams of valantic and AOK Nordost created an architecture and the necessary tools to be able to conduct high-performance analyses with the desired granularity and depth of detail, even on topics and cross-departmental issues.

This will enable AOK Nordost to provide the people it insures with even better and more efficient care together with the service providers in the region. The basis for the new business analytics is a data warehouse, the structure of which has been unchanged since its design; it is secure, data protection-compliant, and stable.

This data warehouse, modeled according to Kimball in Star schemas, has been the reliable database for various evaluation tools since 2011, both for standard reporting and for in-depth analyses by the specialist departments. For this purpose, operational data from the various source systems and data storage forms is loaded or updated daily, weekly, or monthly in the central Oracle-based data warehouse, depending on the data type.

„valantic helped us achieve all of our goals. We can now use the data warehouse to implement projects that we couldn't even imagine before.“

Martin Bach

Director Business Intelligence  
at AOK Nordost



The standard reporting system was implemented with the AOK's BI development with support from valantic. Then, in a longer series of in-house trainings, valantic taught the controllers and analysts in the specialist departments and the BI department to create their own reports and analyses.



## Great time savings in data acquisition and processing

„Compared to other local health insurance companies, our data scientists only have to spend about 10% of their time on data acquisition and data processing,“ lauds Martin Bach, Head of Business Intelligence at AOK Nordost. At other companies, up to 80% of the data experts’ time is spent on this. Depending on business requirements, data stored in the data warehouse is automatically updated and kept up to date in regular cycles.

Particularly noteworthy are innovative machine learning technologies and solutions using artificial intelligence, which can be realized through the data warehouse infrastructure. This makes it possible, for example, to identify incorrectly issued invoices and to detect potential fraud offenses more quickly.

„Valid and better structured data models give us controllers the opportunity to advise our partners in the specialist areas and on the management floors in a goal-oriented manner. Many thanks in particular to our colleagues at valantic. It’s true: Better data equals better decisions.“

Thomas Wulle

Head of Controlling  
at AOK Nordost





## About us

valantic Business Analytics (valantic BA) is part of the valantic Group ([www.valantic.com](http://www.valantic.com)). We advise companies on the introduction and implementation of digitalization strategies and we are proven

specialists in business management solutions (business analytics, artificial intelligence, connected planning, Big Data, data warehousing, predictive analytics). For more than two decades, we have been a successful, trusted partner to our customers (including companies in the pharmaceutical, retail, and producing industries, banks, and insurance companies).

valantic is a market leader in digital transformation and one of the top digital solutions, consulting, and software companies, with more than 4,000 developers and consultants around the world (Q2/24).



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For additional information, please visit our website  
at: [www.valantic.com](http://www.valantic.com)

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