



The SIHPIC chooses the solution Global e-line for the technical support of the hospitals of his area

Paris, July 1st 2005

The S.I.H.PIC (Hospital Group of Picardy) manages the data processing of the 116 hospitals of the Picardy area: University Hospital complexes, Hospital complexes, Old people's homes and other health establishments.

The S.I.H.PIC chose the software product Global e-line to equip its users support centre. A single call number centralizes the incidents and the requests related to the hardware, software, applications and the network.

Those are then taken in charge by the technical teams of the S.I.H.PIC, which, thanks to Global e-line, brings fast and relevant solutions while capitalizing their know-how by upgrading the increasingly powerful solutions bases.

Strong of this success, the S.I.H.PIC combined with the "Syndicat Inter-hospitalier de Bretagne" (SIB) and the "Midi-Pyrénées Informatique Hospitalier" (MIPIH), which, thanks to Global e-line, profit

About the SIHPIC

Created in 1975 in Amiens in order to help the hospitals of the area of Picardy to computerize their administrative management, the CRIH-P (Regional Centre of Hospital data processing of Picardy) gradually developed an experience, competences, a network of partners, and a base of customers of hospitals, that have given the CRIH-P access for several years to the national market of the hospital data processing. Since January 1st 2001, the CRIH-P changed statute and evolved to an autonomous structure: the SIHPIC.

About BusinessLine

BusinessLine is the European provider of the full web software package Global e-line, dedicated to Customer Service and Support Services (CRM, ERM). The Global e-line solution enables companies to optimise the quality of their helpdesk services and customer relationships. Fully integrated, flexible, evolutive, and adapted to quality programs, Global e-line contributes to keeping the IT, telecom and industrial infrastructures operational, in order to reach the highest level of satisfaction for both internal and external users. [Read the whole story](#)

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