



# HOLY FAMILY HEART INSTITUTE

(A unit of the Bandra Holy Family Hospital Society)

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## TO WHOMSOEVER IT MAY CONCERN

After selecting the state-of-the-art medical equipment at the Holy Family Heart Institute, our next big challenge was to select an efficient, time tested Hospital Management System, which would be operational in the shortest possible time and would introduce Best Practices in the working of the Heart Institute.

After evaluating various options, we finally selected the Novella Hospital Management System, which is a fairly robust, proven Hospital Management System.

What I liked most about the CCST management, namely Mr Satish Kini, Mr Ravi Mani and Mr Dinesh Shenoy was their clear understanding of management issues of running a Hospital efficiently and their enthusiasm and total commitment to make the Novella HMS work for us in less than six weeks. The CCST professionals were very methodical and worked patiently but firmly with our team and ensured that the Heart Institute was on-line on Novella HMS from day one. I believe the Heart Institute's Information Systems are in safe hands with CCST, which is run by very competent IIT/MBA professionals.

I would definitely recommend the usage of the Novella HMS from CCST for instituting Best Practices within their hospitals which leaves the management free to concentrate on their core competencies of providing best healthcare services to their patients.

**Dr Brian Pinto**  
**CHIEF CARDIOLOGIST**  
**HOLY FAMILY HEART INSTITUTE**