



**SUNCODE**  
business process management



**FRESENIUS  
MEDICAL CARE**

# **BUSINESS PROCESS SUPPORT WITH PLUS WORKFLOW IN FRESENIUS MEDICAL CARE**

FRESENIUS MEDICAL CARE IS THE BIGGEST INTERNATIONAL PROVIDER OF DIALYSIS PRODUCTS AND SERVICES FOR PATIENTS SUFFERING FROM CHRONIC RENAL FAILURE WORLDWIDE. THE COMPANY SUPPLIES TO HOSPITALS AND DIALYSIS STATIONS IN WHOLE POLAND. SINCE 2000 THE COMPANY HAS RAN THEIR OWN DIALYSIS STATION.

THE UNIQUE FEATURE OF THE COMPANY IS THE HIGHEST MEDICAL STANDARDS WHICH ARE APPRECIATED BY THE PATIENTS AND COOPERATING MEDICAL SUBJECTS. DUE TO THE DEVELOPING ACTIVITY AND DESIRE TO MAINTAIN THE HIGH LEVEL OF CONTENT OF THEIR CLIENTS, FRESENIUS MEDICAL CARE HAS DECIDED TO SUPPORT HR PROCESSES IN THEIR COMPANY.

# ADOPTED BUSINESS AND TECHNICAL SOLUTIONS



Properly managed staff is the key to building trust among clients and patients. The most appropriate tool for HR process management in the eyes of Fresenius Medical Care management board is Plus Workflow, which has been already used by over 2000 users for purchase invoice description and acceptance.

After upgrading the system in 2015, which brought new functionalities and options, HR processes were implemented. The first process is hiring an employee. The process enables the system's users managing documents and information concerning new employees. Each new employee is characterized in the system by appropriate data such as: type of a job (full-time, part-time), a branch and department, pay, contract's end. Archived data enable quick information search during the collaboration and after it.

The next process concerns changing the terms of contract process. An authorized user, most frequently a superior, can change contract's conditions in any moment of its duration. This solution is used in the case of staff changes or employee's relocation within the company. In this case the change of a contract type is also possible, as well as the size of a salary, position name and other values.

The new version of Plus Workflow has created the opportunity for Fresenius Medical Care employees to create business processes on their own with new built-in tool: Plus Workflow

Editor. Hence, four-day-long training in business process modelling. During the training, Suncode's specialists shared their knowledge in this area.

As a result of the training and the employees' initiative, new business process has been created: award application. The employees who has created the process can now apply for an award from their superior, if they meet the defined assumptions.

The cooperation of Fresenius Medical Care with Suncode has created the grounds for efficient HR management. Due to optimized processes and conducted training, Fresenius Medical Care employees have an influence on process creation in their company.

*Due to the training conducted by Suncode's specialists, our employees have been motivated to effective work. Undoubtful satisfaction has brought the possibility to create process on our own. Therefore, we have created a process in which a superior can award his subordinate with an award for outstanding work results. Gained knowledge has enabled Plus Workflow system development and the increase of our employee's competencies. – Michał Łyskawa, Senior Financial Controller*

