



**FRESENIUS
MEDICAL CARE**



SUNCODE
business process management

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 HOSPITALS AND DIALYSIS STATIONS IN WHOLE POLAND. THE COMPANY HAS RUN THEIR OWN DIALYSIS STATION BY FRESENIUS NEPHROCARE POLSKA SINCE 2000.

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 CLIENT'S SATISFACTION, FRESENIUS MEDICAL CARE HAS DECIDED TO SUPPORT HR PROCESSES IN THE COMPANY.

APPLIED BUSINESS AND TECHNICAL SOLUTIONS



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

After the system's upgrade in 2015, there have been implemented HR processes along with new functionalities and options. The first is the process of hiring a new employee, which allows system users to fully manage the entire documentation as well as individual information regarding new employees. Each newly hired person is characterized in the system by appropriate data, such as job type (full-time, part-time), a branch and department, pay, contract validity date. The data archiving allows for a quick search of information about the company's employees during and after the cooperation.

Another implemented solution is the process of changing employment conditions. The authorized user, most frequently a superior, has the ability to change the contract's conditions at any moment of its duration. This solution is used in the case of staff changes or employee's relocation within the company. In this instance, it is also possible to introduce the modifications in the scope of the contract's type, wage, or position name.

The new version of the Plus Workflow system ensures Fresenius Medical Care's employees with the opportunity to create business processes on their own. All of that thanks to the new built-in tool – the Plus Workflow Editor. Hence, the Suncode's specialists have conducted a four-day-long training, the purpose of which was to share their knowledge in the scope of business processes modeling and transfer relevant competence in this area.

As a result of the training and the employees' initiative, a new business process has been created, namely, award application. Employees, who created the process themselves, can now apply to their supervisor for the award if they meet the precise assumptions for receiving it.

The cooperation of Fresenius Medical Care with Suncode created a platform for efficient human resource management. Due to optimized processes and conducted training, Fresenius Medical Care's 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. Undoubted satisfaction was brought by the possibility of independent modeling of the process, thanks to which the supervisor may apply for an award for an employee who achieved outstanding results. The knowledge acquired during the training has enabled the Plus Workflow system development and the increase in our employee's competencies.

Michał Łyskawa, Senior Financial Controller

