



**FRESENIUS
MEDICAL CARE**



SUNCODE
business process management

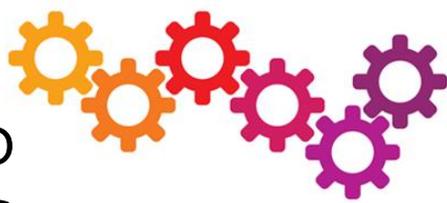
**BUSINESS PROCESS
SUPPORT WITH
PLUS WORKFLOW
IN FRESENIUS
MEDICAL CARE**



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. SINCE 2000 THE COMPANY HAS RUN 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 CLIENT'S SATISFACTION, FRESENIUS MEDICAL CARE HAS DECIDED TO SUPPORT HR PROCESSES IN THE COMPANY.

APPLIED BUSINESS AND TECHNICAL SOLUTIONS



Properly managed staff is the 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 of them is the process of hiring a new employee, which enables the users to manage the documents and particular information concerning new workers. 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 enables quick information search, both, during and after the collaboration.

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, the modifications in the terms of the contract's type, wage, or the position name are also possible.

The new version of the Plus Workflow system has given the Fresenius Medical Care's employees the opportunity to create business processes on their own. All of that thanks to the new, built-in tool - 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

