

CUSTOMER SUCCESS STORY

Industry

Healthcare & Pharmaceutical

Location

Europe

Product

Digital Automation Platform
Comidor v5.7 - v5.8



McKesson Corporation, currently ranked 7th on the FORTUNE 500, and a global leader in healthcare supply chain management solutions, retail pharmacy, healthcare technology, community oncology and specialty care, with more than 78,000 employees.

McKesson company vision :
"To improve care in every setting - one product, one partner, one patient at a time"

Comidor Ltd., the solution provider of Comidor Platform, powered by Low-Code BPM and AI, enables businesses to achieve continuous growth and improvement through evidence-based, agile, digital transformation and automation.

Comidor Company vision
"to shape the future of work, where people and robots are evolving to work together towards sustainable development goals"



in cooperation with



Business Challenge

McKesson Corporation, as part of their corporate digital transformation strategy, was researching the market for a solution with low code and workflow capability that would allow them to manage their data and automate their processes.

This capability would empower them to visualise and leverage critical data, share it with stakeholders, ensure regulatory compliance and maximise productivity.

Why Comidor?

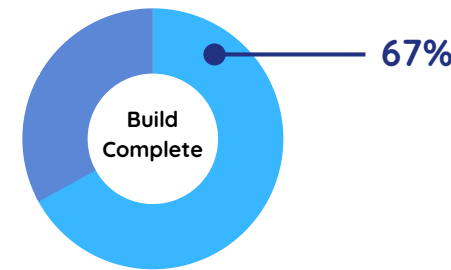
In their market research and contact with vendor solutions, Comidor was selected for:

- Comidor's breadth of functionality
- ability to deliver on McKesson UK team's business requirements
- ability of the Comidor team in cooperation with our local partner, Rock Applications, to execute

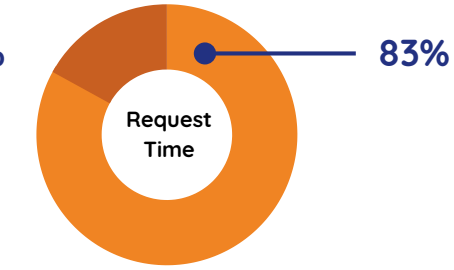
At present, more than 22 critical processes have been developed in lightning fast developing cycles. This has supported McKesson's strategy in terms of **payback and ROI** and their goal of enabling employees to maximise productivity which ultimately enables focus on improving care.

Impressive Statistics

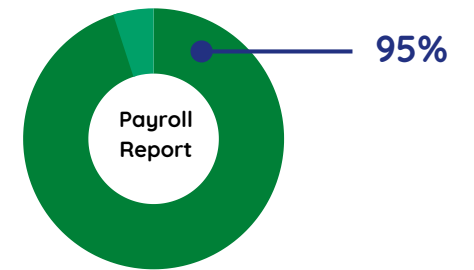
Processes Built and Deployed in Less Than 9 Days



Absence Management Reduction in Process Time



Time reduced from 12 minutes to 2 minutes



Time to generate report reduced from 1 day to 5 minutes

Processes Volumes Since Go-Live

Process	Employee Relations	Order Authorisation	Payment Runs	Ad-hoc Approvals
Go-live	Feb-19	Aug-19	Sep-19	Nov-19
Cases	2,050	150	1,540	560

'Our focus is on automating processes that pay for themselves in less than one year through process efficiency improvements and/or avoiding costly data errors'

McKesson's User Feedback

Comidor has fully digitalised all the tasks that the team performs and has allowed us to improve our SLA's.



Comidor has reduced the amount of time I spend each month chasing approvals of my orders. My orders are now approved at a much quicker rate in Comidor.



Comidor has saved me 2 days each month automatically generating all my KPI reports.



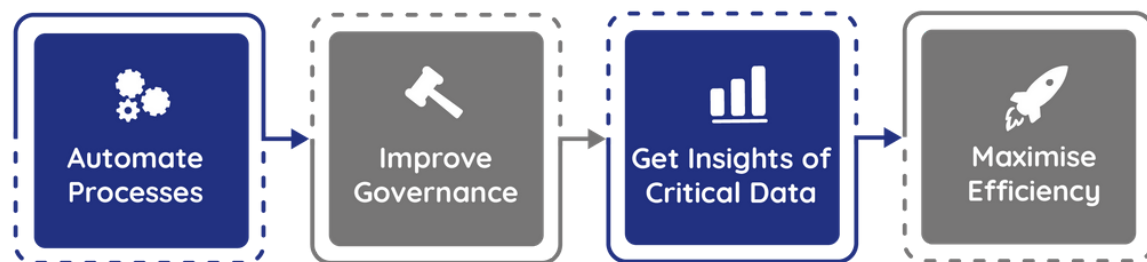
Comidor has improved the quality of data that my team receives and processes saving valuable time. My team no longer spends considerable time dealing with incorrect work requests.



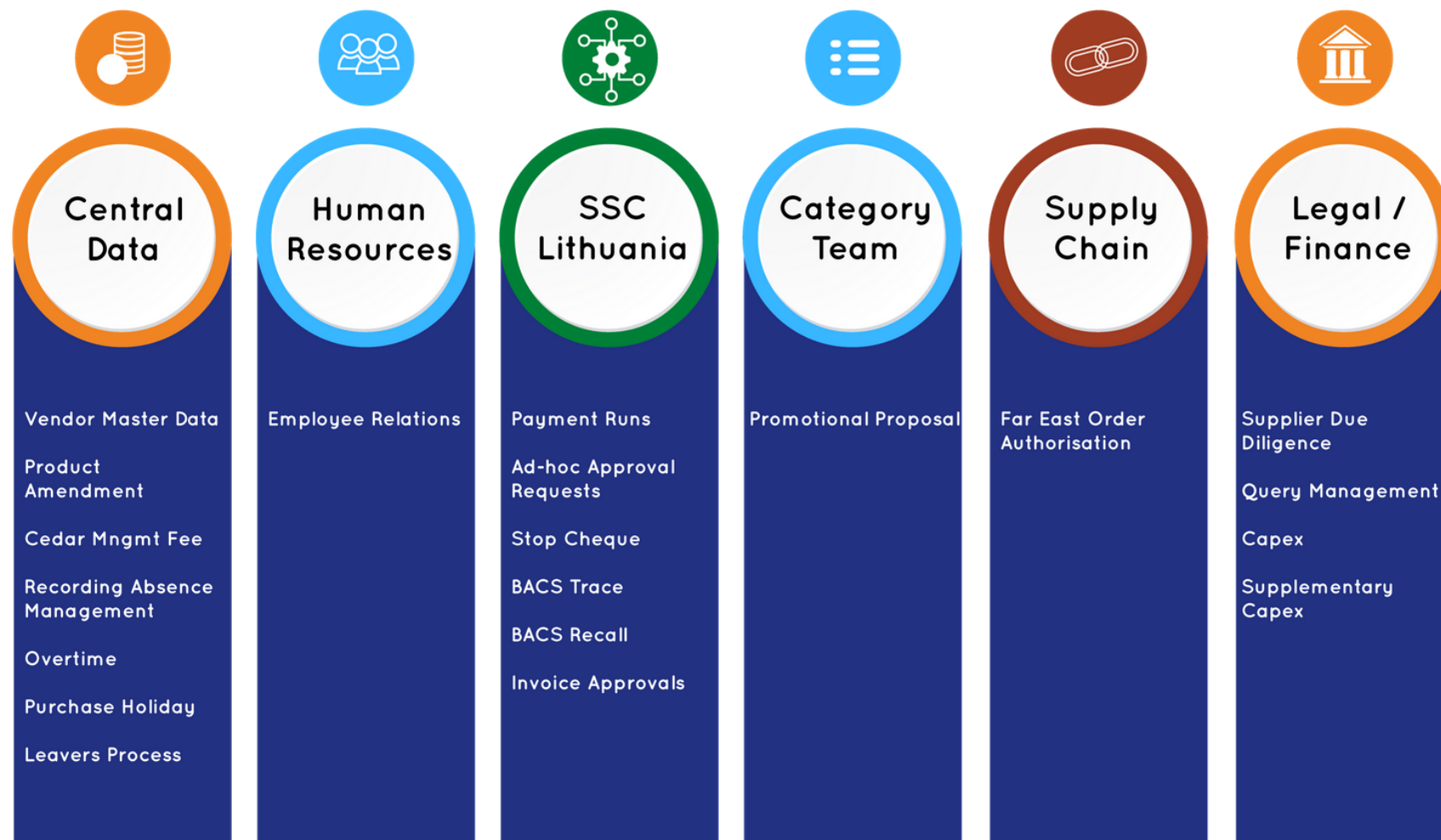
Customisation for McKesson

- Document Creator - workflow component for auto creation of Word docs/ PDFs
- Absence requests show other team members away during requested dates
- Email approvals
- Substitution - assign tasks when out of office
- Reports run daily and emailed automatically to users
- Secretary and PA functions allow users to delegate tasks
- Ability to purchase holiday in defined window
- McKesson's branded portal
- Data upload facility - avoiding re-keying
- Single Sign On

Project Objectives



Processes Automated



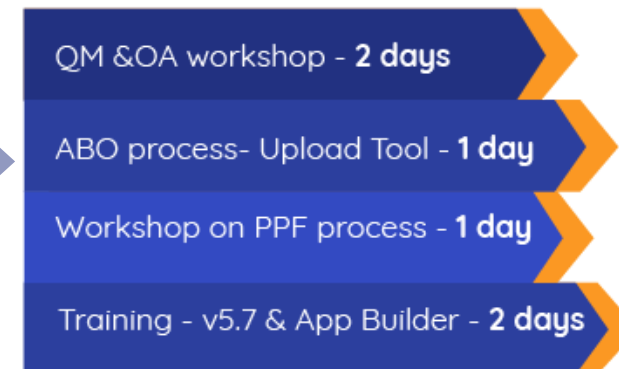
Impressive Results

- Rapid delivery cycle resulting in **22 processes** documented and built from Sep '19 to Feb '20
- **16** built in collaboration with **Rock Applications**
- **6** built internally by **McKesson team**
- Vast reduction in the use of **Excel, Word** etc
- Reduction in cycle times for **completing requests**
- **Governance and SOX** issues addressed
- **Real time reporting** providing deep data insights
- **Absence Management** automation enables employee self service
- Managers given **full visibility** of team requests, approvals, rejections etc
- Maximised consistency, efficiency and productivity realised through **automated workflow, SLA's and notifications**

Training and Comidor's learning curve

200 users

4 processes



6 days



Effective training, rapid results
Not in weeks. Just in 6 days.

How?

Through Comidor and Rock Application's best in class training methodology



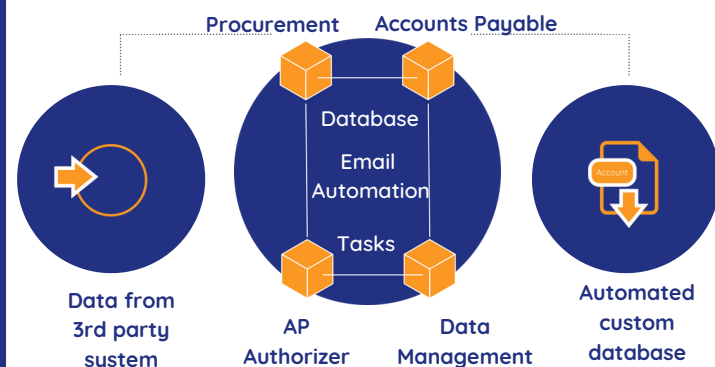
A. Vendor Master Data Process

1 Business Problem

The purpose of this process is to enable a user within Accounts Payable (AP), with a process Initiated from a 3rd party system outside Comidor, to obtain and record the details necessary to enable requests for:

- creation of new supplier accounts,
- amendments to existing supplier accounts or
- replication of supplier accounts to be processed.

2 Our solution



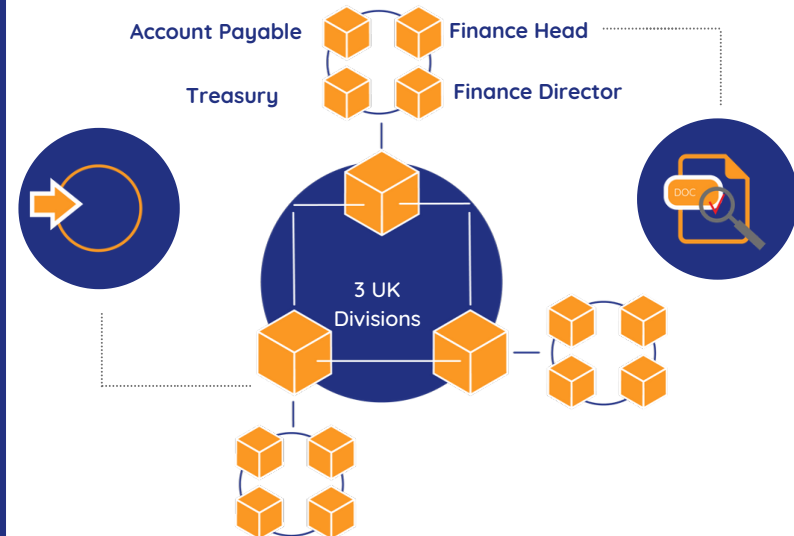
- ✓ Interoperability within 4 different modules (inside the platform's shell commands)
- ✓ Automated In-platform approvals and 15 automated smart email-embedded
- ✓ Automated custom database creation and update
- ✓ Build time 10 days (6 workflow design, 2 custom development, 2 testing & acceptance)

B. PRP - Payment Run Process

1 Business Problem

Manual processes created lack of visibility and control over critical payment processes. Need to streamline and control workflow to ensure compliance and eradicate errors and financial risk.

2 Our solution



- ✓ Build time 22 days
- ✓ Automated In-platform approvals and 18 automated smart email-embedded
- ✓ Payments approved with full compliance and SOX issues addressed
- ✓ Interoperability with 2 other Comidor modules (Personnel and Contacts)

C. Invoice Approval Process Workflow

1 Business Problem

The purpose of this process was to automate the existing manual Invoice Approval process

Issues found **before automating** Invoice Approval Process:

- Invoice Approvals cannot be easily tracked to understand their status
- Individual knowledge of the DoA is needed to determine approvals required
- Individual Invoice Approval by person cannot be easily identified
- Inefficient and time-consuming process for all participants
- No MI easily available on invoice volumes, invoice amounts and supplier details
- Manual update of Excel 'Invoice Tracker' is required to ensure payment dates are tracked

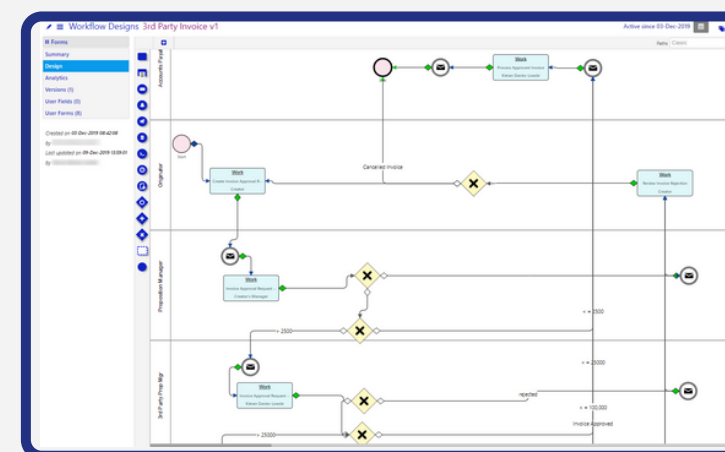
2 Our solution

- ✓ Removal of inefficient workflows using low-code capabilities
- ✓ Incorporation of the Approval rules stipulated in the DoA in the form of easily configurable and quickly updated parameters
- ✓ Real-time changes, made 'on-the fly' to the workflow during the prototype demonstration
- ✓ Full traceability of each approval request. Easily accessible MI covering key metrics

Comidor Digital Automation Platform was selected as the McKesson defacto workflow tool



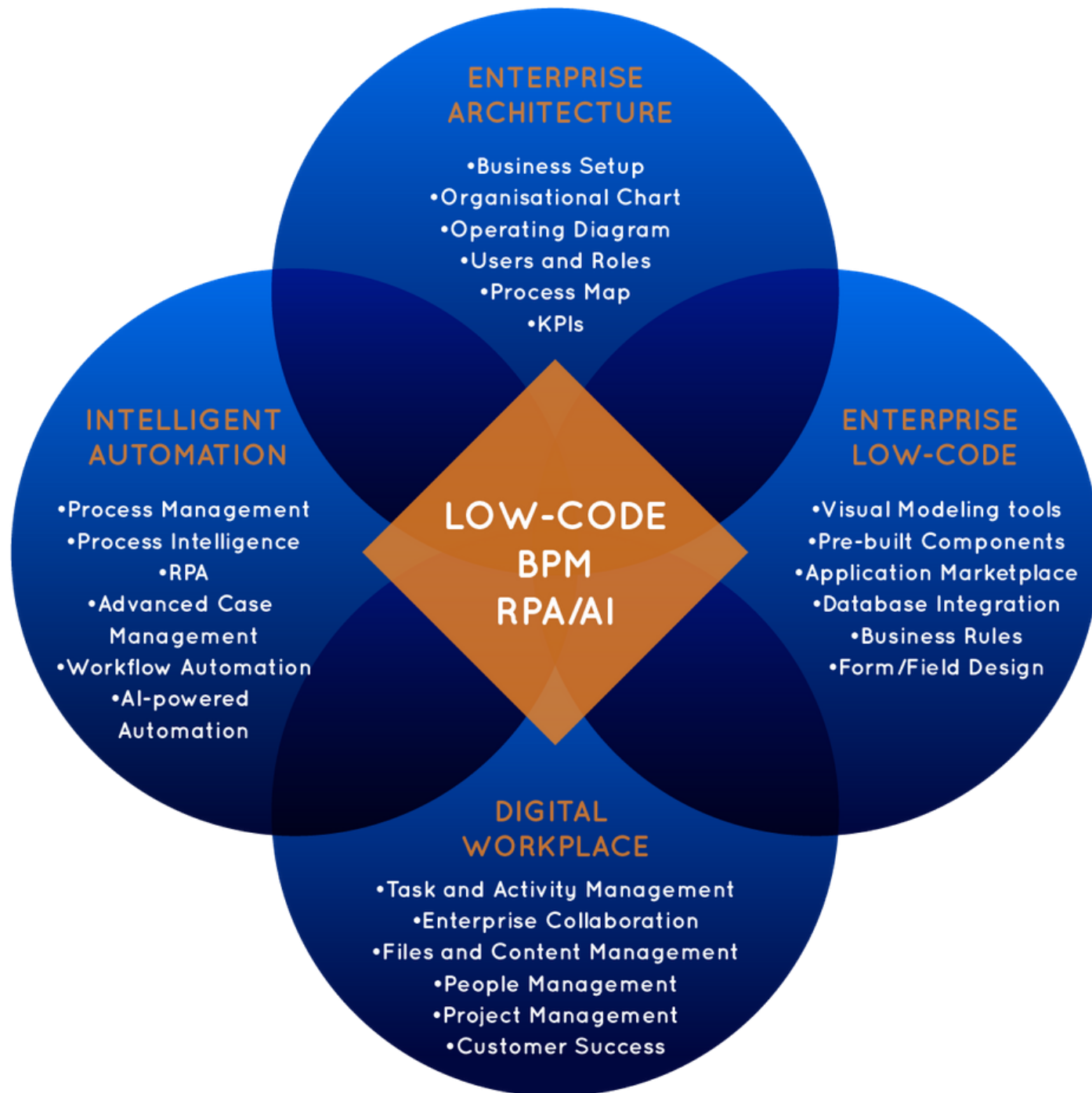
14x Working Days from Initial Request to Final Solution



COMIDOR

DIGITAL AUTOMATION PLATFORM

Harness the power of Low-Code BPM and AI



Interested in what we do?

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