CUSTOMER SUCCESS STORY

Industry	
Healthcare & Pharmaceutical	
Location	
Europe	
Product	
Comidor v5.7 - v5.8	

MCKESSON

Comidor SA., 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"

McKesson Corporation, ccurrently ranked 7th on the FORTUNE 500, is 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

in cooperation with

ROCK APPLICATIONS

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.
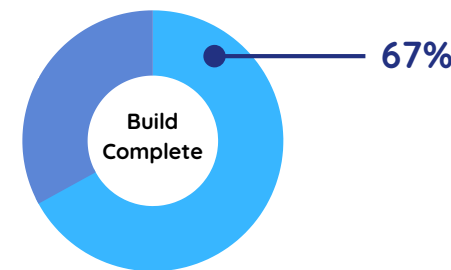
Why Comidor?

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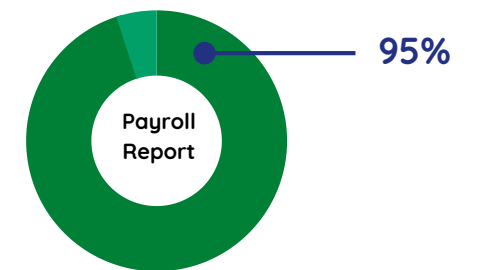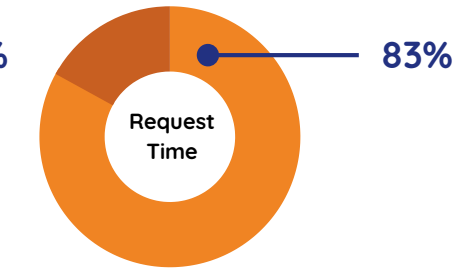
At present, more than 22 **critical processes** have been developed in lightning fast development cycles. This has supported McKesson's strategy in terms of **payback and ROI** and their goal of enabling employees to **maximise productivity** which ultimately enables focus on **improving care**.

Impressive Statistics

Processes Built and Deployed in Less Than 9 Days

67%
Build Complete

Absence Management Reduction in Process Time

83%
Request Time

Time reduced from 12 minutes to 2 minutes

95%
Payroll Report

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 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
- Email approvals
- Reports run daily and emailed automatically to users
- Ability to purchase holiday in defined window
- Data upload facility - avoiding re-keying

- Absence requests show other team members away during requested dates
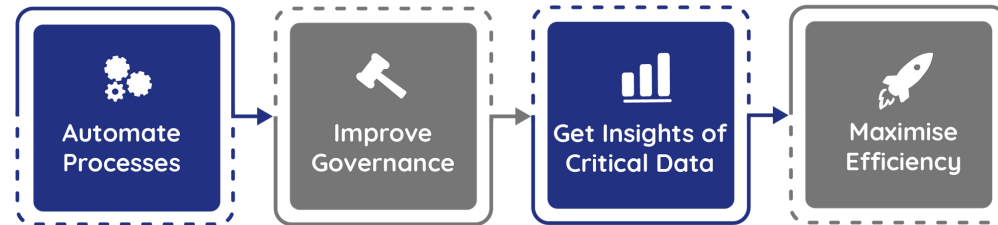- Substitution - assign tasks when out of office
- Secretary and PA functions allow users to delegate tasks
- McKesson's branded portal
- Single Sign On

Project Objectives

Automate Processes → Improve Governance → Get Insights of Critical Data → Maximise Efficiency

Processes Automated

Central Data
- Vendor Master Data
- Product Amendment
- Cedar Mngmt Fee
- Recording Absence Management
- Overtime
- Purchase Holiday
- Leavers Process

Human Resources
- Employee Relations

SSC Lithuania
- Payment Runs
- Ad-hoc Approval Requests
- Stop Cheque
- BACS Trace
- BACS Recall
- Invoice Approvals

Category Team
- Promotional Proposal

Supply Chain
- Far East Order Authorisation

Legal / Finance
- Supplier Due Diligence
- Query Management
- Capex
- Supplementary Capex

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**

Comidor in action

A. Customer Data Re-verification

1 Business Problem

McKesson needed to verify the contact details of pharmacies it conducts business with. The details included information on postcodes, addresses, phone numbers, etc. The verification process, executed manually once a month, was **time-consuming** since the responsible employee had to verify information correctness for every pharmacy through **Excel files** and **multiple websites** and then update the company's database, if necessary.

2 Our solution

By implementing an **RPA-enabled workflow**, the verification process is now fully automated. Customer data are retrieved, synchronised, and verified using RPA components, **web scrapers** and **Excel processors**, to minimise completion time and maximise data accuracy.

The process starts by uploading an Excel file with the latest ERP contact information and another Excel file containing the latest correct contact information, downloaded from a central hub or acquired by email from an external source.

BOT 1

The engine checks each entry in the first file and compares them to the second file.
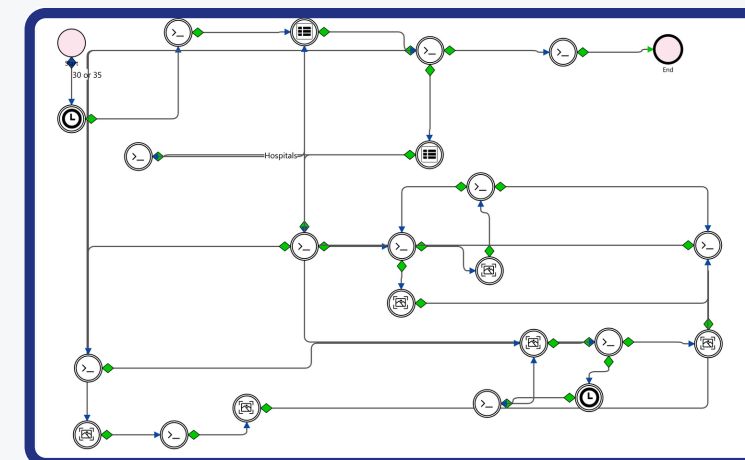
BOT 2

If a contact is not found in the second file, the system tries to find the contact information in a list of websites depending on the customer type. If the contact is found, it fetches back the correct contact information.

BOT 3

The process produces three files: a file with contacts with matching information, a file with contacts with no matching information, and a file with contacts that were not found in either the Excel file or relevant website.
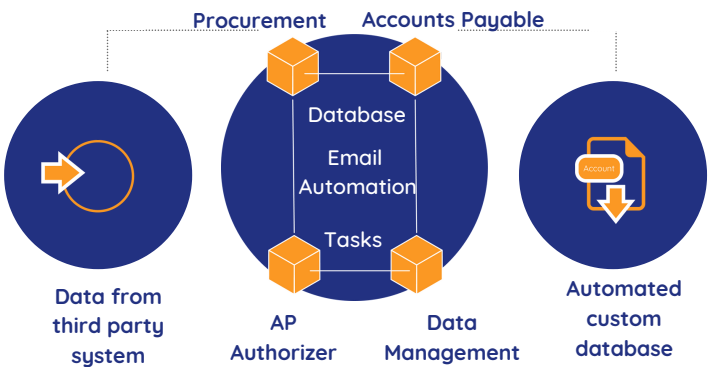
RPA-enabled workflow

comidor

B. Vendor Master Data Process

1 Business Problem

McKesson wanted to import and manage **a vast amount of data related to supplier accounts in one place** through **multi-level approval workflow** and application.
McKesson's need of handling accounts from three different subsidiary companies led to a demanding workflow. The activities involved the creation of new accounts, amendments to existing accounts, and replication of accounts to be processed.
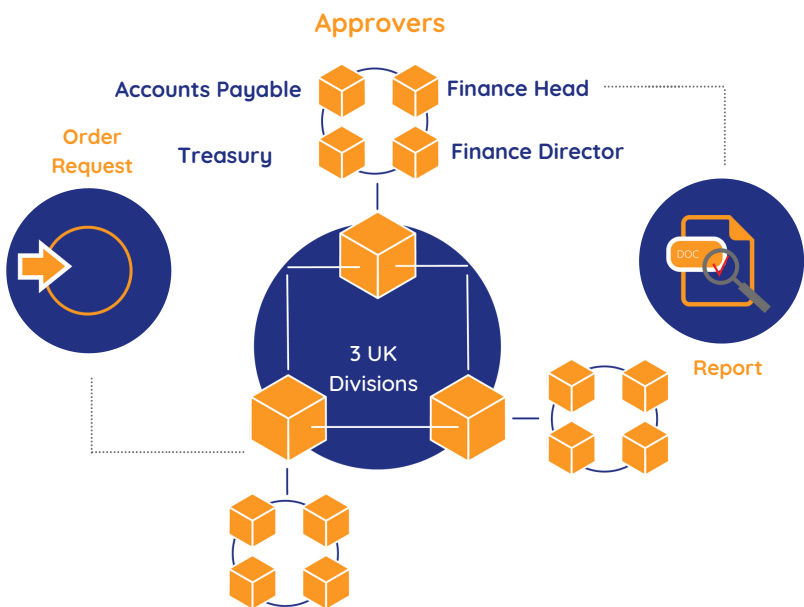
2 Our solution

Procurement   Accounts Payable

Database
Email
Automation
Tasks

Data from third party system

AP Authorizer   Data Management

Automated custom database

☑ More than **1,600 account records** were imported initially into Comidor from a third party system

☑ Users can **add** new accounts, **edit** and **replicate** the existing ones

☑ **Comparison tables** enable reviewers to get an overview of the old and new values before the approval/rejection

☑ Employees from **four different departments** collaborate with each other and get informed via automated emails that include real-time data

☑ Build time **10 days** (6 days for workflow design, 2 days for custom development and 2 days for testing and acceptance)

C. PRP - Payment Run Process

1 Business Problem

McKesson's challenge was to **streamline, control, ensure compliance, eradicate errors and mitigate financial risks** in the payment run process. Before implementing a workflow automation solution, the company was dealing with a lack of visibility and control over the payment processes.

2 Our solution

Approvers

Accounts Payable   Finance Head

Order Request   Treasury   Finance Director

3 UK Divisions

Report

☑ A smart multi-level approval workflow that allows users to upload documents related to different types of payments

☑ **Dynamic assignment** based on the user preference for task approvals

☑ Payments approved with **full compliance** and SOX issues addressed

☑ **Smart emails** and notifications that keep the requesters and approvers updated about pending tasks and approved or rejected payment requests

☑ The payment run audit report enables users to have an overview with **real-time reporting**

☑ End-to-end visibility for all types of payment run processes

☑ **Data transparency** by capturing document audit details, approvers names, and approval dates and times

☑ Build time **22 days**

D. Invoice Approval Process Workflow

1 Business Problem

The purpose of this case was to **automate a manual, inefficient, invoice approval process** that was based on an Excel template. Users were manually completing the invoices and sending them for approval. The issues that McKesson had to overcome:
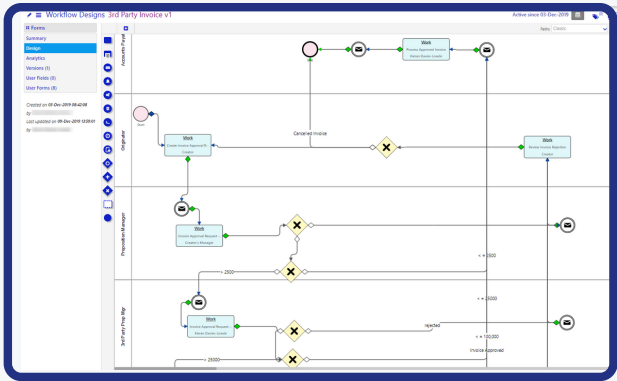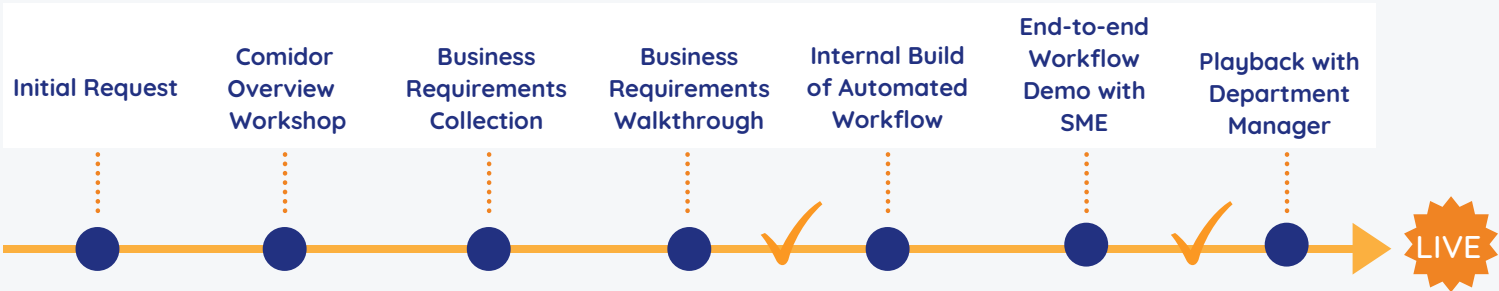
- The excel template was **difficult-to-update**

- The **tracking** of the approval status was **problematic**, and the **capability** of the Delegation of Authority (DoA) to approve or take decisions was **limited**

- The invoice approvals couldn't be easily identified and this was leading to **conflicts and time delays**

2 Our solution

☑ An **automated workflow** with **low-code BPM and RPA** was built in **less than 14 days**

☑ Unnecessary tasks are eliminated through many **automation functionalities** such as smart notifications, approval forms, auto-corrections and suggestions, error checks, etc.

☑ Paper-based tasks, and consequently **manual errors are reduced**

☑ A powerful **RPA** component is used to create a PDF file with all the approver details

☑ This process automation resulted in **full traceability** of each approval request, **full visibility** of all workflow stages, **instant accessibility**, and **transparency** in the invoice details

> **Comidor Low-Code and Automation Platform was selected as McKesson's defacto workflow tool**

14x Working Days   from Initial Request to Final Solution

Initial Request	Comidor Overview Workshop	Business Requirements Collection	Business Requirements Walkthrough	Internal Build of Automated Workflow	End-to-end Workflow Demo with SME	Playback with Department Manager

LIVE

6 internally built workflows

COMIDOR LOW-CODE AUTOMATION PLATFORM

LOW-CODE AND HYPERAUTOMATION FOR FAST CHANGING BUSINESSES

Build powerful apps

Connect to anything

Automate and scale

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