

A leading UK
Pharmaceutical Company

Customer Success Story

Industry

Healthcare & Pharmaceutical

Location

Europe

Overview

A leading UK healthcare services company, specializing in pharmacy, healthcare supply chain management, and healthcare technology, with several thousand employees across the country.

Business Challenge

The client's organization, as part of its **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 visualize and leverage critical data, share it with stakeholders, ensure regulatory compliance, and maximize 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 the client team's business requirements**
- ability of the Comidor team in cooperation with our local partner, to execute

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

Project Objectives



Automate
processes



Improve
governance



Get insights of
critical data



Maximize
efficiency

Processes Automated

Central Data

- Vendor Master Data
- Product Amendment
- Cedar Mgmt Fee
- Recording Absence Mgmt
- Overtime
- Purchase Holiday
- Leavers Process

SSC L.

- Payment Run
- Ad-hoc Approval Requests
- Stop Cheque
- BACS Trace
- BACS Recall
- Invoice Approvals

Legal/Finance

- Supplier Due Diligence
- Query Mgmt
- Capex
- Supplementary Capex

Human Resources

- Employee Relations

Category Team

- Promotional Proposal

Supply Chain

- Far East Order Authorisation

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'

Client's User Feedback

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

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.

Customization

- **Document Creator** - workflow component for auto creation of Word docs/ PDFs
- **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
- Client's **branded portal**
- **Single Sign On**

Results/Insights

83%

faster leave request submission (from 12 min. to 2 min) resulting in 900 hours saved annually

95%

time savings in payroll report generation (from 1 day to 5 minutes)

67%

of processes were built & deployed in less than 9 days

450

Comidor users

Impressive Results

- Rapid delivery cycle resulting in **22 processes documented and built from Sep '19 to Feb '20** (16 built in collaboration with our partner and 6 internally by the client)
- Vast **reduction** in the use of **Excel** and **Word**
- 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
- Maximized consistency, efficiency and productivity realised through **automated workflows, SLAs and notifications**

Processes

A. Customer Data Re-verification

**Business
Challenge**

The client needed to verify the contact details of the 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.

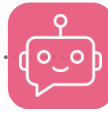
**Comidor
Solution**

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

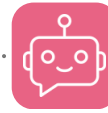
The process starts by uploading an Excel file with the latest ERP contact information and another Excel file containing the latest correct contact information, downloaded from a central hub or acquired by email from an external source.



The engine checks each entry in the first file and compares it to the second file.



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.



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.

B. Vendor Master Data Process

**Business
Challenge**

The client wanted to import and manage a vast amount of data related to supplier accounts in one place through **multi-level approval workflow and application**.

The client'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.

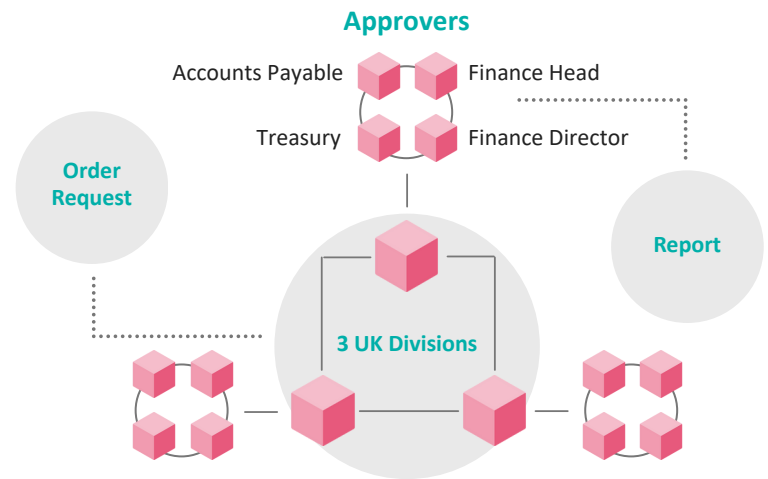
**Comidor
Solution**

- ✓ 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 **4 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

Business Challenge

The client'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.



Comidor Solution

- ✓ 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

Business Challenge

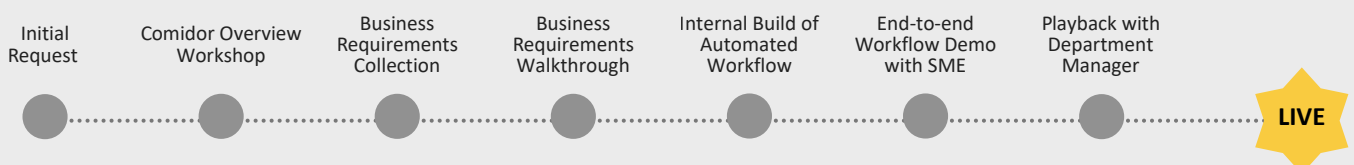
The purpose of this case was to **automate a manual, inefficient, invoice approval process** that was based on an Excel template. Users were manually completing the invoices and sending them for approval. The issues that the company had to overcome:

- 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**

Comidor 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

14 Working Days from Initial Request to Final Solution



ABOUT COMIDOR

Comidor is an innovative business automation solution provider with a global footprint, operating in 17 countries through a strong network of business partners and solution providers. With a growing user base of over 100,000 daily users and more than 500 clients—including leading enterprises in pharmaceuticals, telecommunications, industrial automation, and professional services—Comidor is trusted for its scalable and future-ready solutions.

Comidor offers an all-in-one Intelligent Transformation Solution, delivered as-a-Service, designed to help fast-growing businesses orchestrate, automate, and autonomize their operations. The platform brings together a digital workplace, customizable business applications, intelligent workflows, and a robust no-code/low-code application development environment. It enables end-to-end process orchestration and automation through BPM, workflow automation, and RPA, while leveraging AI and ML for real-time, data-driven intelligence. Beyond technology, Comidor integrates implementation methodology, and expert services to ensure organizations not only adopt innovation but achieve measurable, value-based outcomes.

Comidor's proprietary cloud-based technology is multi-layered and secure, certified under ISO 9001, ISO 27001, SOC-2, and GDPR. Whether you're looking to improve operational efficiency, boost agility, or scale innovation, Comidor empowers you to do more with less complexity.

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