Case Study

Company Profile

The Grünenthal Group is an entrepreneurial, science-based pharmaceutical company specialized in pain, gout, and inflammation. Grünenthal is an independent, family-owned company with headquarters in Aachen and Germany and is present in 32 countries with affiliates in Europe, Latin America and the USA. The products are sold in more than 100 countries and around 5,200 employees worldwide are working for the company.

Technologies

SharePoint

NINTEX

Grünenthal optimizes business processes with SharePoint and Nintex

Challenges

- Time-consuming and non-transparent paper- and form-based workflows within the company
- Slow and error-prone manual tasks

Solution

- Meaningful extension of the functionality of SharePoint due to the positive acceptance of the platform in the company
- Automation of company-wide processes and workflows with Nintex
- Using the existing infrastructure for controllable implementation efforts and the possibility to make adjustments independently

Benefit

- Automation of business processes, fast realization of optimization potentials and considerable cost reduction
- Enhanced data currency, minimization of error sources as well as a significant increase of transparency for those involved in the process
- Agile approach that relieves the department and minimizes effort
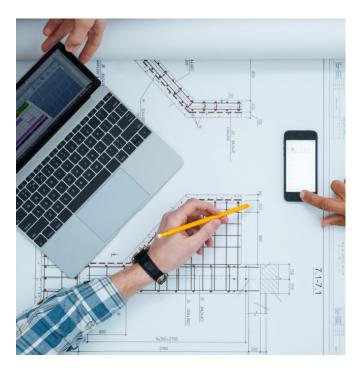
Manageable implementation efforts

Right from the start, the focus was on paper- and form-based workflows, for which optimization potential can only be meaningfully realized if the implementation efforts remain controllable. Ideally, adjustments can also be implemented on your own. Nintex Workflow meets the requirements for both premises.

During the clarification of the requirements, the department and an experienced SharePoint application consultant from novaCapta talked about the specific technical requirements and analyzed the process in a short workshop. On the same day, a first draft was created in SharePoint, which made further coordination with the department a lot easier. This first draft was finally developed into a proof of concept (PoC). The parties involved were thus able to get an impression of the future user interface. All possibilities of the platform were directly considered and functional wishes were critically discussed regarding the potential implementation effort. This phase concluded with the creation of a compact requirements documentation as basis for a reliable effort planning.

Low training effort for users

Afterwards, the actual solution was developed. In-depth details were coordinated in short cycles with the respective department. This was followed by the test and acceptance phase by the department, which was already well prepared for the solution due to the procedure. Changes were made via remote support by novaCapta or by Grünenthal Global IT itself.

The introduction phase was controlled by process managers in the department. No user training was

Process example: process-supported management of requirement requests

The formerly time-consuming and non-transparent Excel- and paper-based business processes were completely replaced by Nintex. Nintex now takes over the calculation of stock and withdrawal quantities, completes data and controls the approval processes. The processes are therefore always traceable and faster than before.

Process example: efficient document management in controlling

Instead of preparing and distributing about 300 standard reports per month via e-mail, Nintex now supports this process. For the new system, appropriate metadata

> ❝ **The decision to expand our SharePoint platform with Nintex allows us to implement process requirements in an agile, timely, and efficient manner.** ❞
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> Marco Polo - Manager IT, Grünenthal Pharma GmbH & Co. KG

required to operate the platform, as SharePoint was already established in the company. Only the process was trained. With Nintex Workflow, any business processes can be mapped. Grünenthal has developed numerous applications for procurement and administration processes meanwhile.

was defined in order to enable the SharePoint search to an optimum. Furthermore, a permissions concept was defined, the implementation of which is guaranteed by a workflow. The entire process design is largely automated, which has significantly reduced the processing effort in controlling.

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