

Case Study

Mapping Disposal Processes with Case Management Software

New application for disposal management processes implemented in just a few months



At a glance

Company

PAUL HARTMANN AG
www.hartmann.info

Industry

Medical and hygiene products

Key figures

- 503 cases completed in Germany in 2023
- 55 active users

USU solution

Business analysis, technical conception & implementation by USU Digital Consulting based on Pega

Challenge

Medical materials, semi-finished products and products that are no longer needed or have passed their expiration date must be disposed of promptly and properly. Various departments with different legal structures are involved in the disposal process and in the approval for disposal. This requires complex routing with many conditions. In addition, the aim is to keep the quantity of materials and products to be disposed of as low as possible, as this is associated with high costs.

Solution

Using the Pega platform, intelligent case management was chosen as the basis for implementing the disposal process for medical materials and products. The new application, which now supports the entire process digitally and in an audit-proof manner, was implemented in just three months. Paul Hartmann AG benefits both from the sophisticated development and integration tools of the Pega platform and from the expertise of USU's specialists.

Result

The Disposal Management application based on Pega Case Management provides end-to-end digital support for the disposal process. The system guides users through the process in a user-friendly interface. Central control of the process provides optimal support for employees. At the same time, it ensures that the process is always carried out according to the rules and within the deadlines. This saves a lot of time and effort and makes the process traceable. The use of low-code allows the process steps to be adapted quickly.



Source:
Paul Hartmann

“ **The Disposal Management application was the successful start of our collaboration with USU. This prompted us to also tackle the migration of the Disposal Management application shortly afterwards. This migration from an on-premises installation to the cloud also affected our other Pega applications, which we were also able to successfully complete with USU’s support. USU has proven to be a reliable and competent partner in all past projects and we are already looking forward to further joint projects.**

Oliver Eckerle, Vice President Business Application Management, Paul Hartmann AG

The HARTMANN GRUPPE GROUP is a leading European supplier of system solutions for medicine and care. It is known for the manufacture and distribution of high-quality medical and hygiene products. The company offers a wide range of products in the areas of wound treatment, incontinence management and infection prevention.

As Paul Hartmann attaches great importance to the quality of its products and the materials used are carefully selected and tested, the disposal of materials that are no longer required or have expired should also be digitally supported in accordance with high standards.

Development of new application for Disposal Management

USU was brought on board by Paul Hartmann due to its expertise in the area of Pega. The Disposal Management Process was to be redeveloped with the Pega application to provide optimum support for the approval process and the proper disposal of medical devices that were no longer required or had expired. Through iterative work cycles and prioritization of requirements, the replacement of the old application could be implemented within 3 months. The already defined workflow was mapped in the Pega application.

Since the beginning of 2022, the material disposal process has been fully digitally supported with the application for the German site. This enables the individual process steps to be handled efficiently and promptly without any problems, resulting in significant time and labor savings as well as better traceability of the process. The SAP material data is updated daily via a connection. An expansion to other countries is planned at a later date. This was taken into account from the outset when designing the application.

Organized and digital material disposal process

With the support of USU, an orderly and digital process including a release mechanism was created for the disposal of materials, semi-finished products and stock products that can no longer be used or sold. At the same time, the materials to be disposed of are automatically deleted from the inventory. The low-code basis of the application ensures that the process steps can be adapted quickly at any time.

Migration of the Pega application to cloud operation

Due to the urgency of the situation, Disposition Management was implemented in Pega's on-premises environment on the 7.3 version. Following the parallel decision to migrate all Pega applications

at Paul Hartmann AG to the latest version 8.7 and to the Pega Cloud, this step had to be taken with only a short time lag.

Together with Paul Hartmann AG, USU not only successfully migrated the Disposal Management application, but also brought the five other Pega applications up to the latest version, modernized some of them and migrated them to the cloud. Obsolete and no longer required parts of the other applications were removed or updated. In addition, all applications were updated to remove outdated Pega technologies and use the new functions of version 8. This made the applications future-proof and well prepared for further professional and technical requirements in the future.



Get in touch for further information.

www.usu.com



Smart businesses use USU

info@usu.com · www.usu.com

USU