

# CUSTOMER PROFILE

## ABBOTT ACCELERATES ITS HR AND PURCHASING PROCESSES WITH BP LOGIX



Abbott is a global, broad-based health care company devoted to the discovery, development, manufacture and marketing of pharmaceuticals and medical products, including nutritional, devices and diagnostics.

Throughout its 120+ year history, Abbott employees have been driven by the goal of advancing medical science in order to help people live healthier lives. As a result of this focus, Abbott has emerged as one of the world's most innovative and diverse health care companies.

Headquartered in Chicago, Illinois, Abbott employs more than 72,000 people located across 100 facilities worldwide. Highly regarded for its commitment to employee success and to workplace excellence, Abbott ranked No. 24 in the 2010 Barron's 100 most respected companies in the world. The company has been listed by the Dow Jones Sustainability Index for five straight years as one of the world leaders in economic, environmental and social performance, and is acknowledged among America's Most Admired Companies by FORTUNE magazine since 1984. Abbott product sales for 2009 were more than \$30.8 billion, with \$2.7 billion invested in R&D for the year.



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## IMPROVING ABBOTT'S NEW HIRE PROCESS

Abbott Canada's Management Information Systems group is responsible for web technologies, including the employee portal, web CDRM and business intelligence for Abbott Canada's sales and marketing division.

To improve the division's efficiency, the MIS team needed to address five major issues. The first issue dealt with the time it took to process an approval to hire new employees, as well as Purchase Order approvals for equipment and supplies. The second issue the team needed to resolve was its ability to track the status of documents within the review and approval cycle. Specifically, they wanted to know the location of every document that was part of every workflow. Third, while



many of the forms that were part of the review process were electronic and distributed via email, there were still a number of paper-based forms that needed to be converted to electronic format.

The fourth issue involved the routing of documents. Often that was done manually.

Employees would print and route documents then file them in storage cabinets. The IT team's goal was to route documents electronically and archive them in a repository.

Lastly, the team needed to know how many Purchase Orders were outstanding, how many were pending and how many had been completed.

## CAPTURING THE WORKFLOW

IT's goal was straightforward: to capture and to report on the status of the workflows for the Division. They wanted to identify and acquire one product that would allow them to do that. As a team, they identified their criteria

and began to search the Internet for the companies and products that best represented a solution for Abbott Canada.

"We searched the web, looked at vendors and quickly weeded out the big companies. We knew who they were and how they priced their products. We wanted to focus on mid tier players who could provide products that were competitively priced, easy to learn and had outstanding support," the Abbott team leader remarked. The team then developed and issued a request for proposal (RFP) to a number of vendors, ultimately short-listing three. Among those was BP Logix Process Director.

Once the company was short listed, BP Logix entered into a Proof of Concept (POC) with Abbott. Looking for an organization to sponsor the POC, and concluding that there was both need and opportunity within Human Resources, IT solicited that department's director. They suggested using the Employee New Hire form as a starting point. The objective was to ease the development of that form, speed the collection of the data and automate the processing of all relevant information.

For the POC, the team used the eForm component of Process Director to create an electronic version of the document. They found the product to be intuitive and appreciated that it was browser-based and browser agnostic. They believed, and expected to validate, that an electronic form-based solution would provide users with forms that looked familiar, could be completed more quickly and provide Abbott with better document control. They also believed, and expected to validate, that electronic forms could accelerate the delivery and processing of the documents – as well as confirming their status at any point in the approval process.

## A PERFECT USE CASE

The IT team discovered that Abbott employees were able to easily create the new eForms in Microsoft Word, which are automatically converted to web-based eForms. As a result of Process Director being context-sensitive, incorporating embedded help and including electronic signatures there was no need to train users. Parts of the form were pre-populated from Abbott's own databases

and applications, making them even easier to develop. In addition, BP Logix Process Director automatically initiated review and approval cycles, instantaneously tracking and auditing all tasks involved in those processes.

IT had selected HR for the POC as the group believed that the HR application represented a perfect use case. Their objective was to improve the efficiency of the process and to demonstrate that improvement. Once the POC was completed, the team shared its results and were given the green light to purchase Process Director.

IT then began to look at how other departments could benefit from the product. They developed a project plan, provided a timetable for how long it would take and asked the business units to provide them with a list of forms they wanted to automate. The team then started to categorize and prioritize the forms.

#### **AN EFFICIENT AND EFFECTIVE ROLL-OUT**

It was decided that, in the first year, Abbott would convert between five and ten forms. High-usage forms would be converted first, as they offered the greatest return on investment (ROI.) Quarterly meetings were held to review the ROI. The team discovered that not only did they improve the ROI but, by using Process Director communication within the organization also improved. Users understood the value of Process Director and appreciated a more efficient system.

As a result of the success of Process Director, other groups within Abbott began asking to automate the workflows and forms that existed for their projects. Departments including HR, Finance, Marketing, Credit, Customer Service and Purchasing all requested IT's assistance to implement Process Director.

#### **EXCELLENT INTEGRATION WITH THIRD PARTY APPLICATIONS**

All Abbott Canada users are on Active Directory. Many of them also access critical applications including JD Edwards, the company's ERP solution; Siebel, its Customer Relationship Management solution, and IBM Websphere, the company's portal. As a result of the Process Director deployment, Abbott was able to design and brand the forms according to business requirements. Simplifying and expediting the entire routing process was another benefit the IT team achieved.

The success of the POC had led to excitement about the new technology that had exceeded expectations. That lent itself to a vision of centralizing information within the portal so that employees could access eForms and create catalogs. Subsequently IT began integrating Process Director with both JD Edwards and Siebel. Those integrations went well and were seamless to Abbott employees, as well as its integration with IBM Websphere.



As the Abbott IT team reflects on its experience with BP Logix Process Director and its eForms component they concluded that it is a great product that has made a very positive impact within - and across - the Abbott organization.

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