SANOFI K2 CASE STUDY

SANOFI STREAMLINES OVER 100 BUSINESS PROCESSES WITH K2

LOCATION Poland

INDUSTRY Healthcare

COMPANY PROFILE Sanofi, a global and diversified healthcare leader, discovers, develops and distributes therapeutic solutions focused on patients' needs. The Polish subsidiary, Sanofi-Aventis Sp. z o.o., was formed in 2004 from the merger of Sanofi-Synthélabo and Aventis Pharma. Sanofi Group in Poland employs over 1,200 people.

SOFTWARE K2, SAP, Microsoft SQL Server, Microsoft SharePoint

SIZE Approximately 1,000 K2 users

PARTNER PROFILE K2 Internet SA is a Microsoft Gold Partner and one of the largest software development companies for Microsoft technologies in Poland. It provides innovative IT solutions that help enterprises optimise and support key business processes, improve performance, and increase the efficiency of knowledge workers.

SOLUTIONS Expense claims, vacation requests, cash advances, new contracts and more

BENEFITS Compliance with the Sarbanes-Oxley Act

More efficient and secure business processes

Flexibility and functionality to create new workflows and adapt existing workflows quickly

Closer integration between disparate business systems and external partners

Easy-to-use workflow applications that are popular with employees

Secure access to workflows for mobile employees

K2® Dispute impossible.

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PROBLEM

Sanofi is headquartered in France but trades on the New York and Paris Stock Exchanges. Consequently, the organisation must comply with the Sarbanes-Oxley Act of 2002, a U.S. law that sets strict criteria for financial accounting and corporate governance. Sanofi Group carried out an internal Sarbanes-Oxley audit in early 2007 and found that several of its business processes were non-compliant.

At the time, many of the company's core processes were dependent on a bespoke workflow solution that had been heavily customised over many years. It was used fairly extensively within the business for processes like employee holiday authorisations and the approval of expenses and cash advances. However, this legacy system didn't offer the process security demanded by Sarbanes-Oxley, and it didn't give the company the flexibility it needed to easily modify existing workflows and create new ones.

"The Sarbanes-Oxley auditors recommended that, rather than try to improve our existing workflow system, we replace it completely," said Krzysztof Wykręt, business information solutions manager at Sanofi Group in Poland.

SOLUTION

K2 gives Sanofi Group in Poland all the functionality and flexibility it needs to create and adapt workflow business applications, as necessary. The company has, to date, implemented more than 100 K2 workflow applications, across all areas of the business.

The adoption of K2 has led to significant improvements in efficiency across the business. For example, the new workflow for approving company credit card expenditures imports statement data directly from the bank and exchanges it with the company's enterprise SAP systems. Users only have to fill in a little additional information, which saves them a lot of time. The accounting department can meet strict accounting deadlines because expense forms are more complete and easier to process.

All the new workflows are highly secure and enable Sanofi Group in Poland to demonstrate stricter corporate governance in compliance with Sarbanes-Oxley. For instance, the new contracts workflow enables Sanofi Group in Poland to manage approximately 50 new contracts at a time, each of which may have many different approval stages. A related workflow provides a stringent and auditable authorisation framework for the creation of non-standard contracts.

"In our two recent Sarbanes-Oxley audits, there were no negative comments about workflow – at all," Wykręt said.

Around 60 percent of employees are mobile medical reps who access the K2 applications via a virtual private network tunnel and the company's intranet, so the K2 applications were built with tight security and they are easy to use remotely. The workflows are highly secure and very intuitive to use.

Sanofi Group's annual employee satisfaction survey has shown, year after year, that the K2 applications are easy to learn for new employees, intuitive and highly reliable.

The travel expenses application is particularly popular with employees because it allows data to be exchanged with an external partner – the appointed travel agency – and saves a great deal of time for employees.

"I don't worry too much about the future," Wykręt said. "Whatever the business needs and whatever new acquisitions we make, I know that we can create the workflows required using K2."

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