

# Genmed Stays Operational and Efficient during the Pandemic

iDocuments



Hospital technology services provider benefits from iDocuments




# ABOUT

Genmed is a provider of vendor-neutral, flexible, scalable managed services to the NHS, Health Boards and private healthcare organisations in the UK and Europe and to the wider public sector in the UK. Their customers enjoy choice of supplier; choice of equipment; and choice of service, which enables them to find solutions to their problems using best in class solutions. Genmed works with around 41 NHS Trusts managing 200+ contracts on their behalf worth circa £100 million. The company has headquarters in Wales, and offices in Weybridge and Burton upon Trent. [www.Genmed.eu](http://www.Genmed.eu)





# Digital transformation enabled efficient business continuity



Genmed has used SAP Business One as their enterprise finance system for nearly a decade. They have also had a long-term deployment of the iDocuments purchasing and expense management solution that enabled Genmed to retire their inefficient way of processing supplier invoices. Rather than the old process of 'email>print>type data>file', iDocuments and its OCR tool digitise and automate the process – with an added benefit of automating scanned invoice flow into SAP.

When the pandemic hit in early 2020, iDocuments kept Genmed and their hospital clients' expense management running without disruption. "If I didn't have the iDocuments automations in place to process their 3,000 monthly invoices, I wouldn't have been able to shut the offices", said Ruth Billen, CFO of Genmed. "iDocuments has been critical to letting us work from home while keeping everything running".

Today, Genmed is building on that success with the introduction of two new customer-focused portals, both made possible by iDocuments.



iDocuments

# iDocuments underpins Genmed's digital customer portals

Genmed has put in place a customer purchasing portal that allows customers to place requisitions online via a user friendly interface. Using iDocuments, Genmed has been able to vastly improve the customer experience in the portal. That's because iDocuments is designed to provide a high level of customer-specific granularity. Genmed's customers will be able to log in and see all approved products under their contract in one place. "That's vital, because we supply a vast number of medical consumables. Customers can only buy what's on their own contract, so they don't want to wade through lists of items they can't even purchase", explained Ruth.

Genmed is also using the iDocuments modules for HR and billing to serve as the core of their new HR portal. Ruth

points to this project as evidence of the flexibility and efficiency Genmed gains with iDocuments. "People know it can be expensive to change things in SAP. With iDocuments, we've been able to add a revenue management element to the portal quickly and inexpensively".

## Genmed enjoys broader iDocuments support

When asked about future plans for using iDocuments across the business, Ruth refers to her collaboration with Vision33 to make iDocuments the foundational element of the two portals. "Having iDocuments backed by a much larger organisation like Vision33 gives me comfort. I know the expertise and support team are substantial enough so that I can trust our business to it".

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## iDocuments





Vision33 ([www.vision33.co.uk](http://www.vision33.co.uk)) helps growing companies deliver on the promise of technology through enterprise resource planning (ERP) solutions, including SAP Business One and Sage Intacct, automation, and integration solutions. Vision33 has the people, processes, and technology to help businesses solve everyday challenges and seize new opportunities for growth and transformation. With proprietary solutions such as iDocuments and Saltbox, Vision33 helps businesses leverage the right transformative technology for their digital transformation journeys.

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