



Ferring Pharmaceuticals eliminates delays to keep employee travelers moving

Ferring digitizes its travel approval process with the Nintex Platform.

Organization

Ferring Pharmaceuticals

Website

www.ferring.com

Industry

Health and Life Sciences

Country

Switzerland

Business situation

Ferring Pharmaceuticals employees struggled with the company's paper-based travel approval process. The company sought a digital and automated solution to submit and manage the requests.

Solution

Nintex Workflow and Nintex Forms eliminated manual request processes, removing paperwork bottlenecks and enabling managers to approve requests quickly, from any location.

Benefits

85% faster approvals
Eliminated manual processes
Fewer delays
Improved data accuracy

Business travel with manual and backlogged processes

Business travel can be stressful in the best of situations, but for employees at Ferring Pharmaceuticals, a stressful part was before the travel even began. Travel requests had become backlogged due to process inefficiencies, and sometimes travel was not approved by managers until just prior to scheduled departure dates.

Founded in 1950, Ferring Pharmaceuticals is a biopharmaceutical company focused on developing products for reproductive health, urology, gastroenterology, endocrinology and orthopedics. Based in Saint-Prex, Switzerland, with production sites in Argentina, China, Czech Republic, Denmark, Germany, Israel, Mexico, Scotland, and Switzerland, Ferring has a market presence in 60 countries, and 5,000 employees worldwide.

Over the years, Ferring became a pioneer in developing and selling pharmaceutical products based upon natural, pituitary-produced peptide hormones. Today, Ferring conducts research and development in collaboration with scientific institutes, as well as biotechnology firms and other pharmaceutical companies throughout the world.

Manual travel approvals were inefficient and caused delays

Ferring's travel approval process was paper-based and inefficient. According to Giacomo Parato, IT Analyst at Ferring Pharmaceuticals, the process was not just time-consuming, it was also prone to delays. "Our travel approval process was not optimal," he says. "Employees had to fill out paper forms for travel, and then wait while the papers shuffled through many departments and across many desks."

There were often backlogs of requests that caused delays in approvals because managers could only receive and approve travel requests when physically in the office to process paperwork. This often meant that travel was approved only days—or sometimes hours before—employee travel dates. "Getting travel approved was stressful," says Parato. "Employees never knew how long the process would take, or if submissions would bounce back to them because of data errors."

Administrative staff faced a challenge when asked to produce documentation for reports or compliance audits because travel paperwork was stored as hard copies. Ferring needed a solution that would digitize and automate its travel approval workflows; enable managers to approve requests, regardless of their location or network connectivity; and make searching for and accessing documentation easier.

Automated workflow and forms eliminates paperwork

"Nintex has really transformed our travel approvals. This solution has made delays and inaccurate data a thing of the past for us."

— Giacomo Parato, IT Analyst
Ferring Pharmaceuticals

Ferring developed and deployed a solution based upon Nintex Workflow and Nintex Forms. Nintex Workflow is an easy-to-use workflow designer that improves business processes, and delivers a rapid return on investment.

Nintex Forms is a web-based designer that enables forms to be created within SharePoint quickly and easily. Ferring designed and built a SharePoint library for travel approvals, and used Nintex Workflow and Nintex Forms to facilitate submission and approvals.

More efficient travel approval, fewer delays



Thanks to Nintex eliminating paper from the process, Ferring travel approvals are faster, delays in responses have been significantly reduced, and administrators have noticed that there are fewer errors in the data being sent for approval. "Nintex has really transformed our travel approvals," says Parato. "This solution has made delays and inaccurate data a thing of the past for us."

Empowering users with easy-yet-powerful tools, Nintex Workflow lets users monitor, manage, and reuse workflows everywhere, and helps model and improve processes, regardless of their complexity. It integrates seamlessly with other systems, tools, and services, and boosts and extends SharePoint functionality.

About Intelogy

Ferring Pharmaceuticals worked with Nintex partner Intelogy UK to implement the solution. Intelogy is a software consultancy that helps clients realize the potential of their business technology. Intelogy build bespoke websites, business applications and business intelligence solutions, using Microsoft SharePoint, .NET and SQL Server.

About Nintex

Nintex is the global standard for process management and automation. Today more than 8,000 public and private sector clients across 90 countries turn to the Nintex Platform to accelerate progress on their digital transformation journeys by quickly and easily managing, automating and optimizing business processes. Learn more by visiting www.nintex.com and experience how Nintex and its global partner network are shaping the future of Intelligent Process Automation (IPA).

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