„Paperless" approach

– digitization of documents in the healthcare sector

Anna Witek,
Junior Consultant

1. What Sii has to offer?

Sii is an experienced, most dynamically developing Polish provider of consulting, IT and engineering services, which cooperates with clients from all over the world, carrying out diverse projects, among others, in the healthcare sector. Our offer for organizations in this industry includes the implementation of various types of improvements within operational and supporting activities. One of them is the full digitization of documentation processes, which significantly increases the efficiency and quality of the performed work.

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2. Advantage of the full digitization of documentation processes

When deciding to reduce paper documentation, we first consider measures that require the least financial effort. We pay attention to what we print, in what quantity and translate it into costs. We start with changes in organizational procedures and the introduction of the paper-reduction policy. This approach may generate some savings, but has a limited impact on process optimization. The next stage includes working on electronic documents. However, this solution does not eliminate the costs associated with printing and archiving, which often may seem necessary due to existing legal requirements. That is why the full digitization of the process of creation and circulation of documentation proves to be the most advantageous solution, allowing to achieve the highest level of improvement of business processes.

Damian Rawski, Senior Software Engineer

3. Sii's document digitization service for the healthcare and pharmaceutical industry

As evidenced by the results of Sii's projects, the success of an organization in the medical sector is determined by both proper resource management and investment in **continuous development**. In order to improve the operational efficiency of our clients, we offer a wide range of dedicated solutions that make it possible to build a **modern workplace** based on digitization. Apart from **cost reduction**, the transition from paper to electronic documents and the automation of business processes guarantees a significant increase in **security**.

3.1. Stages of the project of digitization of documentation processes

- Identification of business processes and documentation that could be digitized
- Risk analysis (Risk-Based Approach) and presentation of potential business benefits resulting from the implementation of the proposed changes
- Analysis of the current architecture of IT processes in the organization and outline of a plan for its optimization, guaranteeing customer satisfaction, security and data integrity
- Getting acquainted with the legal regulations that the organization must comply with and determining the scope of changes that meet the quality requirements in the industry
- Proposal of a technological solution that is a response to the identified needs
- Design of a „paperless" organization model and development of a detailed work schedule
- Performing the digital transformation of the organization, including the migration of data from other systems
- Specialist support during the transition period and maintenance of computer systems

Aleksandra & Piotr, Sii Lodz Team

3.2. Development of the digitization process model

When working on a document digitization project, we take into account a number of factors, including:

- **Security** – mechanisms allowing to process and store data
- **Scalability** – increasing computing power at any time, depending on the load
- **Monitoring** – active tracking of user activity and processes
- **High availability** – service level agreement
- **System lifecycle management** – support during the product's operational use, its further development, reviews, control, and, as agreed, withdrawal at the end of the lifecycle

- **Compliance with legal requirements and regulations** – knowledge of the guidelines for the process of validation of computerized systems (CSV – Computerized System Validation) and documentation requirements in the process of implementing the solution (Validation Plan, URS, FS, DS, Validation Report) and the required functionalities (Audit Trails, ERES)
- **Best industry practices** (GAMP, IEC 62366) – product categorization based on the intended application and complexity of the chosen solution model

3.3. Global technologies supporting the solution's development

⊘ Microsoft Azure

a cloud platform for users who want to have access to the latest technologies (Azure SQL, Azure Blob Storage, Azure Functions)

- specific functionalities without the need to build and maintain IT infrastructure or technical resources

⊘ Microsoft 365

a suite of customizable applications and services (including Office, SharePoint, Teams, OneDrive, Outlook, MS Power Platform)

- defining business processes
- managing operational processes (procurement, production, sales) and supporting processes (HR, accounting, technical support, communication tools) in the digital space
- working in the cloud, providing security and organized access to information

⊘ Adobe Sign

electronic signature solution

- sending, signing, tracking and managing signature processes
- compliance with all types of electronic signatures (including the qualified signature)

⊘ ServiceNow and Atlassian

solutions for managing processes, services, operations and IT infrastructure

- increasing work efficiency and improvements within the organization
- adjusting to working in regulated environments in the medical and pharmaceutical services industry

4. Benefits of digitizing company's documents

Optimization of the document management process

Reducing production costs (paper), process-related costs (time) and archiving costs (usable space)

Improving document circulation at every level of the organization

Improving the security of confidential, sensitive and non-classified information

Increasing work efficiency through faster and easier access to documents collected in an electronic database

Looking for support? Contact Sii!

To find out how the full digitization of documentation processes significantly can increase the efficiency and quality of the performed work contact our expert. Also, get acquainted with Sii's offer for the pharmaceutical sector:

Visit our website

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