

# DIGITALIZATION AND AUTOMATION OF THE COIMBRA UNIVERSITY HOSPITAL CENTER IN THE PURCHASE REQUISITION PROCESSES.

The Coimbra Hospital and University Center (CHUC) is one of the leading healthcare institutions in Portugal, including general hospitals, a pediatric hospital, maternity wards, and a psychiatric hospital. The organization provides specialized care in all areas of health and covers the entire life cycle of individuals and their families.

CHUC plays a vital role as a reference center for the population of the Coimbra district and as a primary care facility in central Portugal, home to a population of approximately two million. Its proximity to the local community allows easy access to health services and ensures comprehensive care at all stages of life. Therefore, the digitization of processes is of utmost importance, especially for institutions like the University Hospital Center of Coimbra, which deal daily with a large volume of printed information, data, and requisitions.



## PAPERLESS OPTIMIZED FOR SUSTAINABILITY

Digitization and the paperless concept are here to stay, particularly with the advancement of communication and information technologies.

According to the International Data Corporation (IDC), worldwide digitized documents totaled 19.5 trillion in 2020, with a forecast of 55.2 trillion by 2024. However, many companies and organizations still depend on paper, impacting the environment significantly. Studies by Coopers and Lybrand, Gartner, and PWC indicate that professionals waste up to 50% of their working time, searching for misplaced, incorrectly stored, or nonexistent documents.

Around one billion copies are made across the globe daily, with each document being copied 9 to 11 times on average.

By not printing 20,000 sheets per month, any organization can save EUR 15,000 in one year.

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**50%**

TIME WASTED LOOKING FOR LOST DOCUMENTS



**1 000 000 000**

ABOUT A BILLION COPIES ARE MADE DAILY AROUND THE WORLD



**15.000,00 €**

SAVINGS AFTER ONE YEAR BY NOT PRINTING 20,000 SHEETS PER MONTH

## ARMIS PROJECT AT CHUC

The challenge of this project was to eliminate the traditional paper-based process of requisitioning materials, bring the paperless concept technology and make it more efficient, transparent, and digitalized while improving productivity and sustainability.

In about four months, ARMIS implemented a customized solution for CHUC, involving the creation of a Power App for registering and inspecting request forms and developing flows for sending notifications to those involved in the process.



Requisition orders are sent to the procurement team through the developed system.



The requisition form includes a description of the purchase need, description of the product or products, the responsible department, the budgeted items specifically requested, and any related files/quotes/agreements, which approvers must review.

The information inserted in the requisition form is recorded in the purchasing system.



All subsequent actions on the requisition - such as approvals or opinions - take place in the system, ensuring that approvers have all the context necessary to make a decision and that no stakeholders have committed misconduct.

Once submitted, the purchase requisition is forwarded to the approvers.



The purchase requisition approval process consists of a series of steps completed by the procurement department.

This workflow determines whether a purchase request is approved or denied. Without this approval, the purchase requisition will not be completed and the purchase order will not be generated.



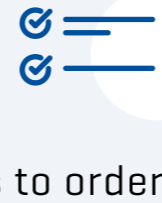
The platform allows visibility into the status of purchase requisitions and provides instantaneous updates.

Important analysis and reporting features provide in-depth insight to improve spend control for the procurement department.

## THE BENEFITS



Elimination of the use of paper in material requisition processes.



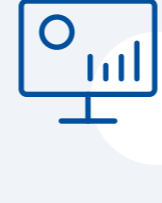
Easy access to orders and forms.



Increased productivity and efficiency in requisitioning.



Integration with Microsoft 365 accounts, facilitating adoption by users.



Creation of PowerApp with a friendly, customized, and intuitive interface.



PDF generation of forms to send copies in various states of the process.



Management of documents and requisition requests in a centralized way and always available online.

## WHY COMBINE PROCESS OPTIMIZATION USING DIGITIZATION?

Here are some of the main reasons why digitization is essential:

### OPERATIONAL EFFICIENCY

Reduce requisitions on manual tasks, resulting in greater operational efficiency. The team responsible for managing requisitions can handle them more quickly and efficiently.



### REDUCTION OF ERRORS

Digitization minimizes errors associated with the manual processing of paper requisitions. Data is captured more accurately and consistently by eliminating the need to manually enter information, reducing errors and rework.

### TRANSPARENCY AND TRACEABILITY

This concept provides greater transparency in request processes. The organization can track the status of each request, identify possible responsiveness, and monitor response time. This contributes to accountability, improves communication with stakeholders, and enables more assertive decision-making.



### COST REDUCTION AND SUSTAINABILITY

Eliminating paper use brings economic and environmental benefits. Paperless requisitions reduce costs associated with printing, physical storage, and transportation of documents. Moreover, it promotes more environmentally sustainable practices.

### SCALABILITY, CUSTOMIZATION, AND FLEXIBILITY

With a digital requisition system, it is easier to scale and adapt the solution to the reality of the Coimbra University Hospital Center, whose needs are constantly being updated, so the digital solution can be expanded to meet a higher volume of requisitions.



## SECURITY AND TECHNOLOGY

ARMIS, recognized as a Microsoft Certified Partner, has used innovative, low code, and scalable technologies in this project, with a constant focus on the security of the organization's data. The main technologies used in the project were:



POWER APP



POWER AUTOMATE



DATAVERSE

The implemented solution, besides being scalable, brought significant improvements to CHUC, eliminating the use of paper and making the purchase requisition process more efficient and transparent, overcoming challenges and providing tangible benefits to the organization.