



Diaverum Uruguay Optimizes and Consolidates Its Financial Operations with Epicor

Company Facts

- Location: Uruguay and Argentina
- Industry: Health
- Web site: www.diaverum.com

“In Epicor we found a user-friendly and reliable system that the entire company has embraced... Epicor streamlines the data processing and quality compliance requirements of our headquarters.”

Leandro Palladino, IT Manager | Diaverum Argentina

With 20 years of experience, Diaverum is a global health company dedicated to dialysis services. Its mission is to improve the quality of life for renal patients. The company has presence in South America, Europe and Australia and is one of the first suppliers of this service in the world and the biggest independent provider of it in Europe. The network of Diaverum clinics includes 181 clinics in 14 countries. The company gives assistance to more than 16,000 patients globally.

The main objective of Diaverum is to offer its patients renal therapy and personalized attention. The patients benefit from the high healthcare standards that include different objectives about the provision of dialysis, nutrition, anemia treatments, bone mineral metabolism, blood pressure, and the control of lipids and glucose in patients with diabetes and vascular control.

The international growth of the company has been achieved through the active participation of their personnel in the consolidation of the existing markets and the development of new ones. To support the expansion of the company, Diaverum implemented Epicor iScala enterprise resource planning (ERP) in Europe with good results.

Following the success of Epicor iScala in Europe, Diaverum decided to implement the solution in the Uruguay office in November 2010.

Epicor and Diaverum: The beginning

With a week of intensive training in the Diaverum Uruguay offices, the staff prepared for the Epicor iScala launch.

Success Highlights

Challenges

- To implement in a short period of time an ERP system that meets company accounting and management requirements
- Optimize local data processing and efficiently report it back to headquarters in Germany

Solution

- Epicor iScala

Benefits

- A user-friendly and reliable ERP system that helps to better manage the entire company
- Compliance with the quality requirements of headquarters
- Saves one day of work in accounts payable tasks

“Epicor provided training for members from Diaverum Uruguay and the Diaverum Argentina team, as the implementation was already scheduled in that country,” said Verónica Riso, administrative and financial supervisor for Diaverum Uruguay, who coordinated the project locally. “When we finished, we worked with an Epicor consultant to develop an action plan to visualize the implementation.”

Proper planning was an essential basis to make the implementation flow as expected by Diaverum and Epicor. Two months after beginning the implementation, the company started to work with Epicor iScala and in the same month the results were reported successfully to its headquarters in Germany.

Implementation challenges and results

Achieving a fast implementation doesn’t mean that the project was without challenges. However, the Diaverum Uruguay team and the Epicor staff made a successful match. The proven experience of Epicor and the consultant assigned to the Diaverum Uruguay project were factors that generated trust within the company.

“Epicor is a well-known company, especially in Argentina, where the project was managed. Also, Epicor is the only company with experience in iScala implementations in other countries in the region and in Uruguay; our Epicor consultant also works regularly with a hotel chain in Uruguay and that increased our confidence,” said Riso.

The preparation for go live was very detailed given the uniqueness of the company and its operation.

“We had to adapt the system to the accounting and management requirements of Diaverum group, which required reporting in certain formats, with certain characteristics and in short periods of time,” explained Riso. “The monthly report to headquarters needs to be done by the fourth work day after the month-end and this had to remain that way. Also, Epicor had to work with the tax package due to the complexity in taxes in Uruguay.”

Once the modules requested by Diaverum were implemented and ready to use, especially the ones needed to “close the books” like

sales, purchasing and assets; and once personnel started to use Epicor iScala, the benefits started to arise.

“In Epicor iScala we found a user-friendly and reliable system that the entire company has embraced. We save time processing certain tasks such as making payments to suppliers and bank management,” said Leandro Palladino, IT manager for Diaverum Argentina, who coordinated the regional project. “Epicor iScala simplifies the data processing and quality compliance requirements of our headquarters.”

On the accounting side, times are crucial and its optimization has been one of the most important advantages that Epicor iScala has provided to Diaverum Uruguay. Today, the processes flow is faster and the financial operation of the company is more robust.

“Before Epicor iScala, we used to estimate the company’s payment budget manually, with Microsoft Excel spreadsheets and the checks were handwritten. Now, the system allows us to set a payment budget that can be modified and once it is authorized, the checks are processed automatically; after which the supplier is taken off the list. In terms of work hours, we calculate that this has saved us a full work day,” said Palladino. “The bank process has also been simplified; we used to have a bank module system that duplicated the input of data, with Epicor iScala this doesn’t happen anymore.”

About Epicor

Epicor Software Corporation is a global leader delivering business software solutions to the manufacturing, distribution, retail, and service industries. With more than 40 years of experience, Epicor has more than 20,000 customers in over 150 countries. Epicor solutions enable companies to drive increased efficiency and improve profitability. With a history of innovation, industry expertise and passion for excellence, Epicor inspires customers to build lasting competitive advantage. Epicor provides the single point of accountability that local, regional, and global businesses demand. For more information, visit www.epicor.com.



Contact us for more information on Epicor Products and Services

+1.800.999.6995 info@epicor.com www.epicor.com

Corporate Office
804 Las Cimas Parkway
Austin, TX 78746
USA
Toll Free: +1.888.448.2636
Direct: +1.512.328.2300
Fax: +1.512.278.5590

Latin America and Caribbean
Blvd. Antonio L. Rodriguez #1882 Int. 104
Plaza Central, Col. Santa Maria
Monterrey, Nuevo Leon, CP 64650
Mexico
Phone: +52.81.1551.7100
Fax: +52.81.1551.7117

Europe, Middle East and Africa
No. 1 The Arena
Downshire Way
Bracknell, Berkshire RG12 1PU
United Kingdom
Phone: +44.1344.468468
Fax: +44.1344.468010

Asia
238A Thomson Road #23-06
Novena Square Tower A
Singapore 307684
Singapore
Phone: +65.6333.8121
Fax: +65.6333.8131

Australia and New Zealand
Suite 2 Level 8,
100 Pacific Highway
North Sydney, NSW 2060
Australia
Phone: +61.2.9927.6200
Fax: +61.2.9927.6298

The contents of this document are for informational purposes only and are subject to change without notice. Epicor Software Corporation makes no guarantee, representations or warranties with regard to the enclosed information and specifically disclaims, to the full extent of the law, any applicable implied warranties, such as fitness for a particular purpose, merchantability, satisfactory quality or reasonable skill and care. This document and its contents, including the viewpoints, dates and functional content expressed herein are believed to be accurate as of its date of publication, May 2014. The usage of any Epicor software shall be pursuant to the applicable end user license agreement and the performance of any consulting services by Epicor personnel shall be pursuant to applicable standard services terms and conditions. Usage of the solution(s) described in this document with other Epicor software or third party products may require the purchase of licenses for such other products. Epicor, Business Inspired, the Epicor logo, and iScala are registered trademarks or trademarks of Epicor Software Corporation in the United States, certain other countries and/or the EU. Microsoft and Excel are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries. All other trademarks mentioned are the property of their respective owners. Copyright © 2014 Epicor Software Corporation. All rights reserved.