



PAGERO FOR THE
HEALTHCARE SECTOR

PAGERO

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The healthcare sector

The healthcare sector in Europe is gradually embracing electronic handling of order and invoice messages. Healthcare providers, county councils, health regions and privately owned hospitals constantly strive to increase and simplify the introduction of e-commerce, but there are many challenges.

There are large variations between regions and countries when it comes to legal requirements, content requirements, recommendations, standards and networks. For this reason, suppliers within the healthcare sector are constantly facing the challenge to adopt to different types of processes.

How do you comply?

Legal and format requirements



2016, PEPPOL
PEPPOL BIS



2018, PEPPOL
SFTI ESAP6,
Svehandel



2017
EDIFACT, finvoice,
TEAPPS



2005, NemHandel
OIOUBL, OIOXML,
PEPPOL BIS



2012, PEPPOL
(Difi), EHF



2014, Sogei
FaturaPA,
EDIFACT



2016, PEPPOL
EDIFACT,
PEPPOL BIS



2017
EDIFACT,
Chorus



2014, PEPPOL
EDIFACT,
PEPPOL BIS



2016, PostFinance
EDIFACT,
Yellowbill



2016, SimplerInvoicing
UBL SI,
EDIFACT



2014
UBL TR.



2015
Facurae,
EDIFACT



2018
ZUGFeRD,
EDIFACT



2016
EInvoice,
EDIFACT



2018





Johnson & Johnson

MEDICAL DEVICES COMPANIES

Founded in 1886, Johnson & Johnson is a multinational company with 275 operating subsidiaries in 60 countries, and over 125,000 employees. It is one of the world's largest manufacturers of medical devices, pharmaceutical- and consumer products.

J&J realised their vision with Pagero

In 2015, Johnson & Johnson formed a strategic partnership with Pagero to increase the number of digital business documents exchanged with the Nordic healthcare sector.

E-commerce – challenges and vision

“When I started working at Johnson & Johnson five years ago, we began to look into how we could work with e-commerce in a more structured way,” says Frederik Madsen, CLS Nordic Logistic & eCapability Manager, Johnson & Johnson AB. “We had a service provider, but it was all about point-to-point connections. Furthermore, we did not have a proper team within our organisation that was responsible for managing our e-commerce business, which meant that people at our various international subsidiaries handled it separately from each other, so the knowledge was very scattered.”

“We wanted to streamline our operations and centralise our processes. We also wanted to increase our e-commerce handling and use not only e-invoicing but also e-ordering, for which we saw an increased demand. However, we realised that we could not do this ourselves. We needed to find someone who could help us. We first turned to our current supplier, but they did not understand what I was asking for. They thought that we already had a good setup. I told them that I wanted a complete solution, and they asked what I meant with that.”

Selecting a supplier

“We were just about to start a tender process to find a new supplier, when our IT manager invited me to an event on e-commerce that he was going to attend. It was Pagero who organised the event, and that is how the discussions started. We said that we needed a partner, not a supplier, that could take care of all of this for us. We are very good at what we do when it comes to our products and our systems. We are not so good at what is outside of that. We do not have the technical know-how to manage connections and the administration associated with them, so we want someone else who knows all that and who handles it for us. That is how we wanted to work.”



Changing internal operations

“At first, we did some preparations internally by changing our organisational structure. We turned e-commerce and logistics into one single area of responsibility, because we found that they are very closely connected. Thanks to this, we have been able to streamline our supply chain and achieve full traceability from order to delivery. Another thing we did was to centralise all e-commerce handling, which means that all our companies throughout the Nordic region are organised in the same way and have the same ERP setup. This has saved us much time, that our staff can now use to focus on internal processes, such as master data and structure. Also, we have been able to streamline our internal processes, thanks to the partnership with Pagero who now manages parts that we took care of ourselves before.”

The partnership with Pagero

“We have grown incredibly in the Nordic region, and we have been able to streamline our internal processes thanks to this setup. At the same time, I have to say that it is not just about technology. It is also about the people behind the technology, and that is where we see the benefits. Pagero has a stable platform and it is a great tool, but it is the people behind it that are the most important assets. It means so much to be able to just pick up the phone and get the help we need and to have a partner who listens to us and understands our company and who truly wants to grow with us. We have a really great and very tight partnership with Pagero; our team and Pagero’s team are almost as colleagues. Our partnership works very well, and Pagero acts as Johnson & Johnson’s extended arm in regards to these matters.”

“We are very happy with our partnership! We really are. We have been able to accomplish things no one else has been able to achieve, in a very short time. Our internal structure works very well now, thanks to the fact that we no longer have to manage a system built around point-to-point connections that required constant monitoring and caused much worry for us. We do not have to worry anymore. Knowledge, structure and people are the three keywords I want to emphasise. We have a very close cooperation on a professional level. A partnership, which is exactly what we wanted.”

Pagero's offering for the healthcare sector

Pagero ensures that all our customers will get access to the type of services they need by having a dedicated team that work solely with companies in the healthcare sector. By following the market development actively and participating in industry forums, Pagero makes sure that all our customers are ready for changes in for example legal requirements and technical features before they are introduced.

Pagero's services provide our customers with the possibility to reach all their business partners through one single connection. We work closely together with each individual customer to help them reach their goals with e-commerce.



- One standardised process for all your flows
- Support for handling price catalogues, orders, order confirmations, despatch advices, invoices and payment reminders
- One single connection to reach all your trading partners
- External print and PDF via email services to reach customers that cannot handle electronic flows
- Invoice content enrichment services to meet the requirements of the healthcare industry
- Content validation and enrichment services for 100% automatic handling of supplier invoices
- Delivery and archive services for original supplier invoices and attachments'
- Access to a global network of companies via Pagero's and our partners' networks
- Compliance with local requirements for archiving, timestamping, legal documents, tax reporting and VAT administration
- Free updates and free access to 24/7 multilingual support
- Secure communications via an encrypted network
- Service Level Agreement (SLA) with 99.5 % availability

About Pagero

Pagero Group develops and markets Pagero Online, a cloud based network platform for communication of business documents within the purchase-to-pay, order-to-cash and logistic-to-pay (TMS) processes. Pagero Online is independent of ERP system and suits companies of all sizes and within all industries.

Our value added services enable our customers to achieve accurate data and obtain 100% digital inbound and outbound business document flows, resulting in minimal error handling, compliance with local VAT regulation and control over company spend. Pagero Online is also interconnected with an extensive number of other networks for global reach.

Pagero Group has over 190 employees with headquarter in Gothenburg, Sweden and offices in Stockholm, Oslo, Copenhagen, Helsinki, London, Dublin, Amsterdam, Rome, Madrid, Paris, Istanbul and Dubai. For more information, please visit www.pagero.com.

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“For us it's important to work with a partner that can help us to simplify our internal processes and make sure that we're compliant with our customer specific requirements.” – Becton Dickinson

