

Roche Italia implements flexible invoice management from Esker



We Innovate Healthcare

Headquartered in Basel, Switzerland, Roche is a leader in research-focused healthcare with combined strengths in pharmaceuticals and diagnostics. Roche is the world's largest biotech company with truly differentiated medicines in oncology, virology, inflammation, metabolism and CNS.

Roche is also the world leader in in-vitro diagnostics, tissue-based cancer diagnostics and a pioneer in diabetes managements. Roche's personalised healthcare strategy aims at providing medicines and diagnostic tools that enable tangible improvements in the health, quality of life and survival of patients.

In 2009, Roche had over 80,000 employees worldwide and invested almost 10 billion Swiss francs in R&D. The group posted sales of 49.1 billion Swiss francs. Genentech, United States, is a wholly owned member of the Roche Group. Roche has a majority stake in Chugai Pharmaceutical, Japan.

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Healthcare Industry

Configuration

- ERP: SAP

In Italy, legislation provides different forms of interfacing for the electronic exchange of documents, often considered proprietary. "In particular, the Lazio region has approved the signing of agreements to regulate procedures and arrangements for payment of health benefits by making healthcare facilities provisionally accredited from January 1, 2009, explained Benedetto Scamarcia, Information Manager at Roche S.p.A.

Meeting new regulations

Upheld since 2009, the new regulations require the signing of an agreement between the supplier and the local health authorities. For the supplier this implies: the waiver of any litigation, the waiver of interest accrued up to 180 days, and the requirement to send invoices electronically to a central system which is responsible for routing the invoices to the correct authorities via the same method. Conversely, the health authorities are responsible for setting claims within 120 days and paying the amount due within 180 days from the submission date of the electronic invoice and with technical assistance for the region.

"Under the new regulations in force in the "Regione Lazio", invoices issued by subscriber agreements are exchanged between providers, the region and health companies in electronic format, and in accordance with an XML defined path, completely eliminating paper. All information relating to the accounting of invoices by the health authorities is also transferred to the regional system via XML feeds," Benedetto Scamarcia added.

Complete invoice automation

Automated Accounts Receivable

Roche Italia wanted to find a solution that would allow them to benefit and meet the specifications of the system proposed by the "Regione Lazio" and, most importantly, a solution that could adapt to any future initiatives for electronic invoicing. Esker DeliveryWare allows customers to target the invoice creation process, often centralised and difficult to modify, by capturing and processing invoices issued from SAP applications, and converting them into various formats required by users: fax, postal mail, electronic certificates, and proprietary XML formats.

"Working in collaboration with the "Regione Lazio" and implementing the solution represent the first major steps to improve and optimise processes across organisations and health authorities," said Daniele Pangati, Director of Information systems and Logistics at Roche S.p.A. "We are excited to show how technology provides real added value in an increasingly stringent e-government. I hope that the initiatives of the "Regione Lazio" will become the example for other regions."

The implementation of an automated document management solution was planned with the objective of integrating an electronic archive for documents – a strategy which will be expanded and finalised in 2010.

The Esker DeliveryWare platform offers us the flexibility necessary to manage the various delivery channels that we use today.

Benedetto Scamarcia ▪ Information Manager ▪ Roche S.p.A

The implementation

The new system was up in running in one and half months, meeting all requirements of the “Regione Lazio” on electronic invoicing and without hitting any obstacles. Adopting a local solution for the Italian subsidiary was preferred over trying to manage implementation of a solution on the centralised SAP system located in Switzerland, which would have been extremely long and laborious. Other benefits include the independence of the distribution process, the creation of a “touchless” process for formatting PDFs, traceability and control over the document flow.

“ The economic benefits are significant as payment time has been cut almost in half. ”

Benedetto Scamarcia ■ Information Manager
■ Roche S.p.A

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