

valantic



KORLAN

Healthcare Provider Korlan
Relies on Ivalua and valantic
to Digitalize its Purchasing
Processes





Digitalization of purchasing processes

Korian Deutschland GmbH offers long-term care facilities, assisted living, alternative living concepts, intensive care, and home care and services. Korian's Germany-wide network

includes about 230 facilities, of which 67 offer assisted living and 27 outpatient services. The company is part of the Clariane Group, which is represented in six European countries.

The initial situation

In order to ensure the highest level of care and support, Korian chose Ivalua, an efficient procurement solution with integrated supplier management for all the requirements of its senior citizens' residences. The eProcurement suite "Koriando" was developed and launched based on the Ivalua platform. Around two

months after the technical go-live of the Koriando platform, the company retained valantic, an Ivalua partner, to supervise after-go-live support and contribute its expertise in the digitalization and optimization of purchasing processes.

After-go-live support after the introduction of “Koriando”, an eProcurement platform based on Ivalua

valantic’s implementation encompassed several work packages. The first tasks were to improve interfaces within the Korian IT infrastructure, train key users, and support the Germany-wide roll-out by taking over first and second-level support. These are not small tasks, because “Koriando” is used by more than 4,000 users throughout the company (over 2,000 of them in Germany), who, in addition to purchasing, are assigned to the areas of care, service, and facility management.

In the further course of the project, valantic handled the integration of the special software “necta” into the Ivalua platform. necta specializes in “goods management for care, catering, system catering, hospitals, and manufacturing companies.”



Solutions & results **in detail**

In close cooperation with Korian and its partners, valantic reorganized some of the purchasing processes and optimized the interfaces to other systems such as SAP, DocuWare, and SmartInvoice based on the eProcurement solution Ivalua. In addition, valantic consultants integrated "necta," a food procurement solution, into Ivalua. valantic took over some of the administration and user support from Korian Deutschland. In essence, the following services were performed successfully within the scope of the project:

- Implementation and integration of the solution necta, which specializes in food procurement and laundry
- Development of management reports using business intelligence tools
- Support and coordination of user acceptance tests, go-live, and technical support for the billing module
- Support and coordination of user acceptance tests, go-live, and technical support for an Ivalua version upgrade
- Provision of 1st and 2nd-level support for about 4,000 users

Thanks to their expertise, valantic consultants have developed and implemented appropriate measures.



Results and **customer benefits**

- Hotline: 1st and 2nd-level support for 2,000 users
- Integration of the special solution necta into Ivalua
- Restructuring of the procurement processes and processing in Ivalua

valantic achieved the turnaround and guarantees that 2,000 users will work productively with Ivalua & necta

valantic assisted Korian in four steps during this process transformation:

1 General support and project management

valantic helped the German Korian project management with the nationwide roll-out and optimization and further development of the application, in particular by taking on work packages, setting up a reporting and controlling structure, and managing sub-projects. All German users can turn to the project team as part of 1st and 2nd-level support.

2 Hyper-care support for invoicing module

The invoicing module interacts with other systems such as DocuWare, SmartInvoice, and SAP. Based on the requirements, valantic conducted an assessment, coordinated bug fixing, and set up a hotline for the employees. All bugs have been fixed and employees can now work productively with the system and the new processes.

3 Functional consulting and implementation in purchasing

valantic initiated organizational changes in Korian's IT landscape and at the same time ensured operational ability thanks to its know-how. The valantic team also acted as a sparring partner for the management, for example, reports for various target groups support the management of purchasing projects.

4 Mentoring/support during key user certification

valantic provided Ivalua training documents and assisted with the certification of key users, who in turn train other employees (train the trainer). Now, all Ivalua users are able to use the platform efficiently according to their role.





Florian Staud

Managing Consultant and Team
Leader at valantic

“During the entire project, we at valantic ensured a results-oriented, prioritized, and timely implementation of the optimization potential in coordination with the implementation partner and we facilitated the successful go-live of the accounting module. All of the approximately 2,000 system users receive 1st and 2nd-level support in German and are able to use the new procurement solution efficiently and productively.”

About Korian

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About valantic

valantic is Number 1 for digital transformation and one of the fastest growing digital solutions, consulting, and software companies on the market. More than 500 blue chip clients rely on valantic, including 33 of 40 DAX companies and many leading international companies as well. With more than 4,000 specialized digitalization experts and net sales of approx. EUR 600 million in 2024(e), valantic is represented in 18 international locations around the globe.

More than 2,000 digitalization projects over the past five years have shown that valantic understands the business challenges of its customers. From strategy to tangible implementation, they have the necessary expertise to accompany projects from start to finish and make them successful. In this, valantic combines technological expertise with industry knowledge and the human touch.

valantic consults companies on all challenges of digital transformation, helps them to better manage their corporate performance and leverage the potential of data and artificial intelligence. In addition, valantic supports its customers in optimally shaping the customer experience, profitably using core digitalization technologies and optimizing company processes from end to end.