



MEMORIAL

- Health Sector
- Turkey
- 7300+ Employees
- 119 Medical Unit
- 11 Hospital
- 2 Medical Center

Memorial Health Group **achieved 80% acceleration and 100% traceability by managing workflows with Bimser Synergy.**

About Memorial

Memorial Health Group was established in 2000 and has a leading position in the sector. As the first Turkish hospital to receive the JCI Accreditation Quality Certificate, Memorial offers world-class healthcare services. Memorial has 11 hospitals, 1 medical center and 1 wellness center in Istanbul, Ankara, Kayseri, Antalya, Diyarbakır, Kayseri, Antalya, Diyarbakır and Romania. With specialized doctors and facilities equipped with modern medical technology, Memorial is the address of reliable healthcare services.

Needs

Memorial Health Group focused on the digital transformation process to increase integration in business solutions and introduced Bimser Synergy. This solution provided various advantages in business processes:

Productivity Increase: Bimser Synergy increased operational efficiency by automating business processes, thus enabling fast and effective service delivery.

Cost Reduction: Digitalization and automation reduced manual processes, resulting in cost savings and more efficient use of resources.

Decision Making and Approval Processes: The digital platform accelerated decision-making processes and increased transparency, contributing to faster and more accurate decisions.

Legal Compliance and Requirements: Bimser Synergy helped meet regulatory compliance standards with document management and process traceability.

Information and Document Management: Digitalization steps ensured secure storage of documents and traceability of processes. Significant improvements were made in data integrity and confidentiality.

These digital transformation projects have enabled Memorial Health Group to deliver its services more effectively. These advantages provided with the contributions of Bimser Synergy represent an important step in the group's digital transformation journey.

Bimser Synergy Low-Code Platform

Bimser Synergy "Low-Code Platform" enables you to establish the content and process relationship you need at the highest level, while helping you transfer your processes to the virtual environment, remove unnecessary approval waits and use your resources effectively. In doing so, it associates the processes with the documents that are the input or output of the processes, making it easier to be accessed quickly by the right people.

GAINS

- Significant efficiency gains were achieved in business processes.
- Time losses in communication and document management were solved.
- Processes were made traceable and reportable.
- Operational excellence was achieved.
- Customer satisfaction and competitive advantage were achieved.



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Bimser Synergy has given Memorial Healthcare Group a competitive edge, improving business processes, reducing communication-related time losses and meeting legal compliance requirements.

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Gamze Yaman
PMO Manager

Why Bimser Synergy Low-Code Platform?

With Bimser Synergy, Memorial Health Group offered a solution that reduces the endless mail traffic in transactions requiring approval by ending the paper-based progress in business processes in various departments and different locations. In order to solve communication problems, especially between 11 hospitals and the head office, Natustech and its experienced consultants launched the Business Tracking System project. This system provided quick access to documents and facilitated the process of forwarding and finalizing requests to the relevant people. The project helped them optimize processes by making workflows more effective and increasing efficiency in corporate communication.

Results And Achievements

The benefits and results of the project were quite significant:

Technological Transition in Workflows: Memorial Health Group started to manage its business processes through a single workflow, thus eliminating inter-departmental phone, e-mail and meeting traffic.

Productivity Increase: Memorial Health Group prevented time losses due to communication and increased traceability by providing the convenience of advancing workflows with a single click. This change increased work efficiency.

Fast and Effective Demand Response: Memorial Health Group achieved an acceleration of up to 80% in the response time of requests in its processes. This allowed operations to move forward faster and more effectively.

Full Traceability and Reporting: Memorial Health Group achieved 100% traceability and ease of reporting. This enabled more transparent management of processes and strengthened decision-making processes.

These achievements are tangible results of the project that exceeded its expected goals.

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For Memorial Health Group, we used Synergy Low-Code Platform to track and report mail transactions in a digital environment. We managed the process with weekly status meetings and ensured a smooth transition with Bimser's technical support.

 **natustech** | **Gülis Gürsel**
Sales Manager

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Our collaboration with Memorial Health Group was realized with a model that emphasizes people-oriented digital transformation and prioritizes user experiences. This approach led to efficiency, savings and customer satisfaction.

bimser | **Onur Sabreden**
Large Clients Sales Manager