



Success Story

Healthy Collaboration: Collaborative Process Management at Hirslanden

HIRSLANDEN 



“With Signavio we have a tool that supports us today and in the future to master challenges in the company.”

Thomas Kuhn
Hirslanden, Head of CoE Process Management

Hirslanden is a private clinic group, with 18 clinics in 11 of Switzerland's 26 cantons, or member states. For the good of over 100,000 patients' health, Hirslanden employees master countless processes every day. Since 2018, Hirslanden has employed collaborative process management with Signavio, to standardize internal processes and strengthen cooperation.

From successful process to patient benefit

All Hirslanden processes have the same goal: Maximum benefit for the patient. With this in mind, employees of the clinic group focus on high medical quality and patient satisfaction in combination with efficient service provision.

Since 2018, the private clinic group has been employing professional process management with Signavio. Employees use the Signavio Process Manager to document, standardize and tailor their internal workflows to their patients' needs.

A central knowledge base promotes cooperation

Signavio offers innovative technology for professional process management.

Employees of all 18 Hirslanden clinics use Signavio Collaboration Hub as a central knowledge base for their internal processes. With just a few clicks, staff can access a universally viewable overview of the process map as well as all sub-processes. The collaborative capabilities of the software solution provide users with the ability to share these processes and develop them in Signavio Process Manager.

Hirslanden's employees are supported in their day-to-day work by Signavio's innovative and professional process management technology. At the same time, process management is implemented consistently throughout the group

Intuitive BPM software makes everyday tasks easier

From the very beginning, Signavio's BPM solution was received very positively by Hirslanden staff. Thanks to the high levels of user-friendliness and clarity, Signavio allows users to start modeling processes right away.

"Signavio is very intuitive. Having all the information about the process available in one place is a huge advantage for all employees. The modeled processes serve as a knowledge base as well as a basis for promoting digitalization and for continuously improving our processes. With Signavio we have a tool that supports us in mastering company challenges today and in the future."

—Thomas Kuhn, Head of CoE Process Management

At a glance

- › Process optimization in 18 clinics for over 9,600 employees
- › Intuitive process modeling with Signavio Process Manager
- › Better collaboration through collaborative functions
- › Signavio Collaboration Hub as a central knowledge base in the company



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