Medtronic Germany relies on ELO

Medtronic is one of the world’s leading developers and manufacturers of medical technology for treating chronic illnesses. To guarantee consistent quality and high standards for patient care, 10% of Medtronic profits go to research and development. Based in Minneapolis (USA), Medtronic employs 800 of its 45,000 employees in 120 countries in Germany. The personnel files that had been available in paper form were all digitally centralized in the ELO archive. This allows, for example, fast access to the personnel files from any location.

Medtronic customers can find production, sales and training institutions all over the world, for example Tolochenaz in Switzerland. Cardiac pacemakers and defibrillators are manufactured at this site, which also provides training on Medtronic products to users and employees in a highly modern training center. Medtronic has acquired over 3,000 medical patents since its founding in 1949. Today, a Medtronic treatment or product saves a human life every three seconds or significantly improves it.

“The software’s flexibility – compared to the competition – in combination with the know-how of the ELO Business Partnerexe GmbH made the project’s success possible.”

Andreas Voigt, HR Specialist, Medtronic GmbH
## Overview

**Country:**  Germany  
**Sector:**  Health care, medical technology

### Company

Medtronic is one of the world’s leading developers and manufacturers of medical technology for the treatment of chronic illnesses. Medtronic employs nearly 45,000 employees – 800 of which are based in Germany.

### Challenge

Digitally archiving 800 personnel files while at the same time taking into account both the requirements for personnel management and control mechanism and fast access at any time and from anywhere.

### Solution

**ELO professional** and two archive branches “Active staff” and “Former staff”. Indexing via a predefined keywording form with write-protected selection fields.

### Benefits

- Time- and space-saving archiving
- Former archive room can be used for meetings
- Global access to personnel files
- Full text search in the archive
- Windows Explorer tree as the model

### From metronomes to pacemakers

Medtronic was founded in 1949 as a medical equipment repair shop by Earl Bakken and his brother-in-law, Palmer Hermundslie. The two men initially focused on repairing medical equipment, but soon started to focus on development and production. Earl Bakken invented the first wearable, battery-powered cardiac pacemaker in 1957. It was the foundation for an entirely new field of medical technology. The cardiac pacemaker was modeled after metronomes, commonly used in music production.

Over the course of the following decades, the small enterprise developed into an international company that has now also established itself in other areas of medical technology as a leading supplier. Today, Medtronic offers a wide range of revolutionary technology and treatment forms used for the treatment of 30 chronic medical conditions, including arrhythmia, angiopathy, cardiac valve disease, diabetes, athetosis, and spinal disease.

### Medtronic in Germany

Medtronic has supported German physicians since 1961, the year after the first cardiac pacemaker implant in Germany. The company has been represented here with a subsidiary since 1971. Today, 800 Medtronic GmbH employees are active on behalf of customers and patients on a daily basis: at the headquarters outside of Krefeld, at the Medtronic Sofarmodanek Deggendorf GmbH in Deggendorf as well as in the form of sales representatives. This makes it possible for physicians at hospitals and in practices to benefit from support by certified specialists or to participate in Medtronic training. Medtronic focuses specifically on customer service and support: a highly qualified service and support team is available to partners 24/7 – 365 days a year.

Medtronic’s social commitment is also exemplary, based on the mission to "Alleviate pain, restore health, and extend life." With this, Medtronic is committed to become socially involved - by way of international and local projects. The Medtronic Foundation, a foundation that finances and supports numerous projects, is at the center of this social work.
Capture personnel files digitally
Andreas Voigt, Human Resources Specialist at Medtronic Germany, attended the “Zukunft Personal” fair in Cologne in fall 2010. Here, Mr. Voigt had a look at the large number of document management software providers offering solutions in personnel management. The motivation for this was 800 personnel files of Medtronic employees in paper format. The task was to archive all of these files in digital format.

A large number of requirements – more than usual – apply for companies in the health sector. Therefore, Mr. Voigt checked, for example, whether it was possible to scan documents in black/white by default, but also to use and archive documents that have already been scanned in color.

In addition, particular control mechanisms needed to be taken into account adequately in the new digital personnel file. For the project managers, another important aspect was shortening search times as well as – as an internationally active company – accessing personnel files at any time and from anywhere.

ELOprofessional beats out the competition
After an extensive comparison between the suppliers, Andreas Voigt decided on the ELOprofessional Enterprise Content Management (ECM) system from ELO Digital GmbH. The flexibility of the software was crucial. The software is modular, expandable and is legally compliant and future-proof.

ELO Digital Office GmbH recommended several ELO business partners from the region to Mr. Voigt upon request. After the ensuing selection process, he decided on exe GmbH from Mönchengladbach. The IT company’s know-how and customer focus won him over.

Focus on usability
After several preliminary conversations and a workshop, the requirements were implemented quickly. After the installation of the ELOprofessional ECM, the IT specialists quickly set up the “Active staff” and “Former staff” archive branches. The Windows Explorer tree was used as a model so that the users could easily find their way in ELO. A predefined keywording form with write-protected selection fields round off the simple operation for the HR staff.

While taking numerous control mechanisms and particularities of the health sector into account, Medtronic now has a solution that saves both space and time. After digitizing the paper documents, the empty shelves were sold in 2012. Medtronic donated the proceeds to a charitable organization. Today, the additional 30 square meters of space are used as a meeting room.

Investment in ELO already amortized
Andreas Voigt is excited by ELOprofessional and the ELO Business Partner, “I would work with exe GmbH again on this project any time. I was particularly impressed with the speedy replies to requests, the updates on the project status and the profound expert knowledge. They get straight to the point and have a results-oriented work ethic. This is exactly what I need. ELOprofessional has already been amortized. But what is much more important than a fast ROI is the fact that we make sure that our employees from HR and Management can access personnel files they need in seconds from anywhere in the world – at any time and from any location.”
Summary

Enterprise Content Management (ECM) is used for electronic archiving and managing business documents and information. Transferring documents and information to the ELO archive makes fast availability of information from one central location possible – at the same time, a DMS archive is the ideal place for storing all business-relevant information in a legally compliant form.

The daily work of the Medtronic HR department is now easier. Work is faster, more efficient, cost-efficient and safer. HR specialist Andreas Voigt confirms this as well, "The introduction of ELO has made our daily work at the HR department significantly easier, eliminating annoying searches for documents in the personnel files in the archive. ELO’s structure is both user-friendly and accessible."

Medtronic GmbH would gladly choose ELO again.

Expectations met

"Obtaining a rock-solid ECM solution was more important than a quick ROI."

"Now we are able to access required personnel documents in seconds – at any time or place."

Andreas Voigt, HR Specialist, Medtronic GmbH