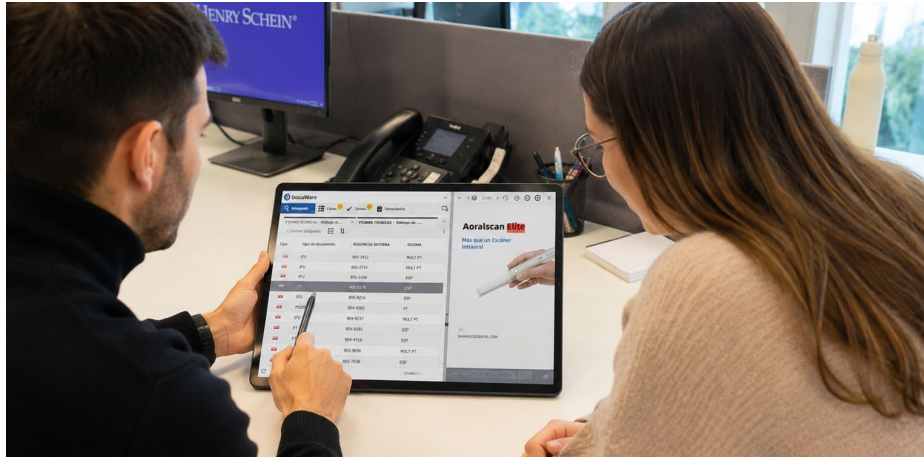


DocuWare Cloud has established itself as the central document management system for Henry Schein Spain and Portugal, supporting the automation of key processes and strengthening the group's global digitalization strategy.



Henry Schein Spain and Portugal is part of Henry Schein Incorporated, a leading global provider of products, solutions, and services for healthcare professionals.

“The implementation of DocuWare Cloud was clearly a cross-functional project. The collaboration between the Finance, IT teams and our technology partner enabled us to automate critical processes, improve operational control, and lay the foundation for a document management approach aligned with the group's digital strategy.”



- Location:** Spain and Portugal
- Industry:** Retail (healthcare: dental and medical sectors)
- Deployment:** Cloud
- Department:** Finance, Administration, Logistics, Customer Service, Sales
- Integration:** ERP (in-house development), Microsoft Outlook, online portal

Henry Schein Spain and Portugal focuses on the dental sector and offers the Iberian market a wide range of products, solutions, and services. With DocuWare Cloud, the company has fully digitized its procurement process and subsequently expanded the solution to serve as the central document management system for the entire organization.

In a context of growth and increasing operational complexity, having efficient, traceable, and integrated document processes became a critical factor in supporting business development and ensuring a high level of service for customers and suppliers. Before choosing DocuWare, Henry Schein Spain and Portugal was already using a digital archive. However, the existing system had reached its limits. The platform struggled to keep pace with the company's growth and increasing operational complexity. At the same time, the reliance on on premises infrastructure conflicted with the company's IT strategy and its move toward a cloud-based model. This situation prompted a reassessment of document management, with the goal of evolving toward a more automated, integrated, and scalable approach. DocuWare Cloud was ultimately chosen for its cloud-based architecture, native ERP integration capabilities, and powerful automation features.

"An entire new client file is created within five minutes electronically."

A cross-functional project focused on automation and scalability

Led jointly by Henry Schein's Finance and IT teams in close collaboration with their technology partner, the initiative involved more than just replacing a tool. Particular focus was placed on the procurement area, where high document volumes and strict requirements for control and traceability made it essential to intelligently orchestrate the entire document lifecycle and integrate it seamlessly with the corporate ERP system and existing financial and operational processes.

End-to-end automation of the procurement process with ERP integration

Today, DocuWare Cloud centrally manages the entire document lifecycle of the procurement process. Supplier invoices are automatically captured and indexed - regardless of format or input channel - and matched with purchase orders and goods receipt records from the ERP system. When there is a full match with a previously approved purchase order, invoices are posted automatically. In cases requiring validation, DocuWare triggers automated approval workflows involving the relevant stakeholders, with electronic notifications and immediate access to all related documents. Throughout the process,

"We found DocuWare and realized it was the absolute perfect solution to what we're looking for."

the platform maintains bidirectional integration with the ERP system, ensuring data consistency and eliminating low-value manual tasks. The result is a faster, more secure, and more transparent process that reduces errors, processing times, and operational risks.

Beyond procurement: a central document system for the entire organization

The use of DocuWare at Henry Schein Spain and Portugal goes beyond procurement. The solution is also used for managing sales invoices and technical product documentation, establishing itself as the company's central document repository. Thanks to API-based integration, the company's online portal enables customers to access their documents in real time, improving the service experience and strengthening customer relationships. In total, more than 70 employees across departments such as finance, administration, logistics, customer service, and sales use DocuWare daily in their work.

"There isn't a single day that we're not utilizing DocuWare."

A solid foundation for the digitalization strategy

The implementation of DocuWare Cloud has significantly improved operational efficiency and control over document-based processes. Employees can locate information within seconds from any location and device, while full document traceability supports regulatory compliance and internal audits. In addition to administrative cost savings and increased productivity, the company has enhanced the quality of service provided to customers and partners by ensuring fast and secure access to relevant documentation. Overall, DocuWare Cloud has become a key component of Henry Schein Spain and Portugal's global digitalization strategy, providing a robust and flexible platform that supports future business growth.



Discover more: start.docuware.com