

Case Study

Digitalization Initiative | University Hospital RWTH Aachen



TASK

In April 2025, the University Hospital RWTH Aachen (UKA) decided to fully digitalize its procurement process for materials and services. The ultimate goal was to make the process completely digital and fully mapable within SAP. In addition to the widespread rollout of the digital procurement process, the central task was to seamlessly document the new digital applications and workflows. The objective was to structure the processes in a way that makes them easy for employees to learn, while creating a transparent and traceable knowledge base for daily operations.



PARAMETERS

Industry: Healthcare

Project duration: 9 Months

Project title: Digitalization Initiative

Number of end user: 2.500

Applications: SAP Asset Performance Management (SAP APM), SAP-MM, SAP-GUI für Windows; planned: SAP-PM, SAP-WM, SAP Fiori, S4/HANA

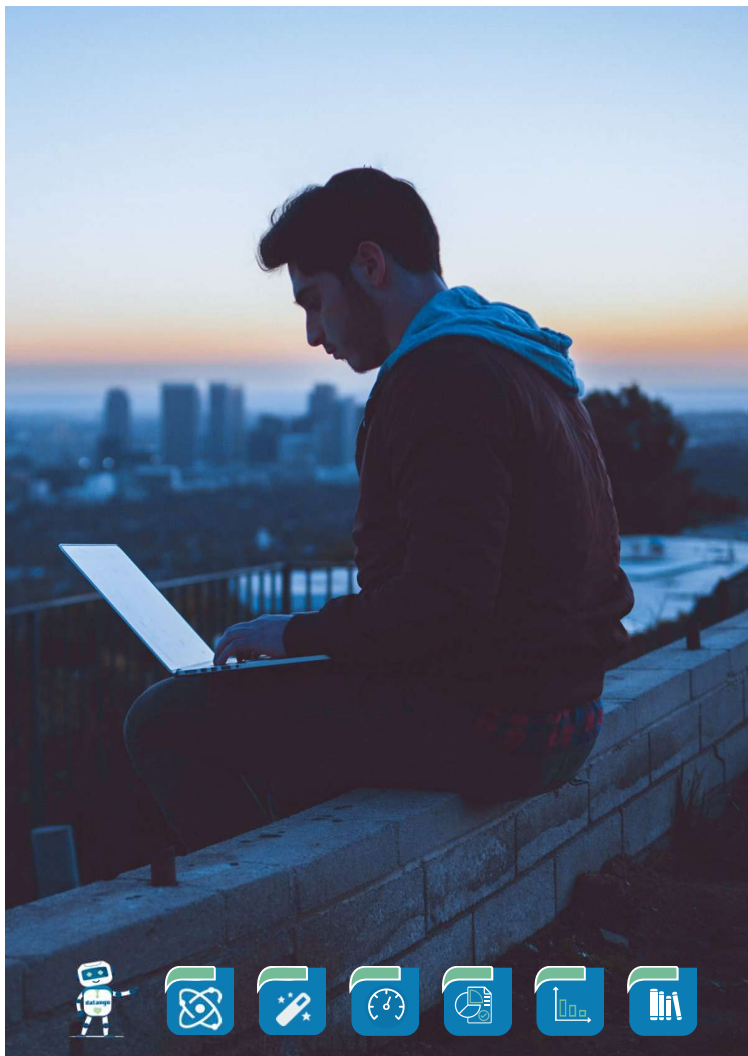


SOLUTION & RESULT

To replace the previous manual documentation, various solutions were evaluated in advance. The datango Creator emerged as the clear winner. The deciding factors were its intuitive operation, the high speed of content creation, and the excellent quality of the SCORM export for deployment in the Learning Management System (LMS) ILIAS.

The content is created directly by the subject matter experts at the UKA. Following a structured rollout plan, content production was launched as a priority. To guarantee maximum content quality, the authoring team operates under the four-eye principle (dual-control principle). Before the content is finally published, it undergoes an internal review and sign-off within the team. The finished learning content is then distributed centrally and exclusively via ILIAS.

Due to the success of the project, the UKA is already reviewing a company-wide rollout of the datango Creator to other business units. As a technological expansion, the introduction of datango Live! is planned to provide employees with direct in-app guidance and online help within the live system.



CUSTOMER SHORT PROFILE

UNIKLINIK RWTHAACHEN

The University Hospital RWTH Aachen is one of the largest and most powerful medical institutions in Europe. As a maximum care (supramaximal) provider in the healthcare sector, it combines patient care at the highest level with pioneering research and academic teaching. Its architecturally striking building houses almost all medical disciplines under one roof, enabling a unique level of interdisciplinary collaboration. The key metrics at a glance:

- 35 specialist clinics and numerous institutes cover the entire medical spectrum.
- Around 9,000 dedicated employees care for the well-being of the patients.
- With approximately 1,400 beds, the hospital offers enormous capacity for the region.
- Around 50,000 inpatient cases receive medical care annually.

A major focus is on translational research: through the close connection to RWTH Aachen University, scientific findings flow directly into new therapeutic procedures. This secures the hospital's position as a driver of innovation and a first-class training institution for future medical professionals, while simultaneously ensuring basic medical care for the entire Aachen region.

„Excellence in patient care: University Hospital Aachen bridges the gap between innovative science and empathetic medicine.“

To increase inclusivity and ensure the accessibility of the content, the implementation of a text-to-speech interface (ReadSpeaker) is also currently underway.



TOP 3 PROJECT SUCCESS FACTORS

100%

SCORM export compatibility for content

80%

Time savings in creating documentation

60%

Reduction in help desk tickets



CUSTOMER FEEDBACK

„With datango, creating high-quality content is fast and easy. The export to the LMS is completely seamless and reliable – making it incredibly user-friendly for both authors and learners!“

Saskia Bubic, Process Manager Data & Process Management



CONTACT

datango

Do you have any questions? You want to know more about this case or our products? We are here for you. Please feel free to contact us. Our team will answer all your questions! On our website you can also directly make an appointment for an online presentation.

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