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Often, it's the difficult tasks that you don't see much of, but which cost a lot of time. Currently, we are dealing with nothing less than the conquest of Rome. Are you wondering if we have become megalomaniacs? Don't worry. We are just working hard on the next ServiceNow upgrade. The journey takes us from the current version in use, Paris, via Quebec to Rome. The upgrade is necessary so that we can continue to receive the best support from ServiceNow. In addition, there are many new things to discover with Quebec and Rome, which makes our daily work easier but also more exciting. More information about highlights will follow with the next newsletter.

But the world trip through the ServiceNow universe is not the only journey we are on: the transformation from Fresenius Netcare GmbH to Fresenius Digital Technology GmbH also kept us busy. All colleagues working for Fresenius Netcare get a new email address on October 1st. This affects the underlying database and means a challenge for the login and authentication structure. But we are well prepared and look forward to the closer cooperation with Fresenius SE and Fresenius Kabi. This goes hand in hand with many exciting projects awaiting us, on which we will soon be able to report more. More information about changes on October 1st can be found here.

What else is new?

JIRA Agent Access In Jira, you can plan, track, and manage your agile software development projects, among other things. You can now request access for agents in our Service Shop so that they can work on customer requests and communicate with them through the JIRA customer portal.

The service complements the already existing ordering form for JIRA User Access.

SLAM charging You can now request to set a charging to a customer besides the standard services. This includes all billing details of consumed services with requested frequency and will be implemented for the subsequent invoicing cycle.

This service is available for Fresenius Medical Care only.

Kabi Manufacturing Execution Systems [MES]: PAS-X and Hydra Various services for MES are now available:

User Administration: Allows to create, modify, or deactivate user accounts in PAS-X or Hydra. This is possible for 1-3 users per request.
Effort Estimation Reporting: This is the first step to request reports linked to PAS-X or Hydra.
Reports: Request reports generated from the MES systems.
Support - Installation and Configuration: Ask for support from the Global MES team.
Training/ Workshop: Subscribe for basic, professional, and other topic-related trainings.

All services are available for Fresenius Kabi only.

Kabi Manufacturing IT systems [MIT]: Track & Trace servicesAs part of Kabi MIT Project the following Track & Trace services have been taken live:

EU Alert Management SupportEU Hub Master Data: Create, change or verify master data.Russia SAP ATTP services: SAP advanced Track & Trace for Pharmaceuticals.Serialization User AuthorizationSerial Numbers for Export to Saudi Arabia

All services are available for Fresenius Kabi only.

Minimum Contract Duration and Notice Period for servicesIt is now possible to define a minimum contract duration (from one month to six years) and a notice period determining at what intervals information about the service are sent. Furthermore, it can be defined that the service will be retired automatically when the contract expires or an offboarding request is required.

The new functionality increases transparency for both sides, the requester and the fulfiller, in terms of service runtime and costs.

We are also continuously working on making the world easier for youOur releases always include some basic improvements like revising description texts, adding help texts, or simplifying our forms. Ongoing and not mentioned in this news is the regular publication of helpful knowledge articles. If you have questions about IT topics, it is always worth looking at our knowledge base.