HOW ADROIT HELPED A MAJOR HEALTHCARE EQUIPMENT PROVIDER SIMPLIFIED COMPLEX ORDERING, DROVE COSTS DOWN BY 35 %

Industry:

Medical, dental and veterinary products and services

Annual Revenue:
Over US$1.5 Billion

Employees: 1500

Oracle Products & Services:
• Oracle E-Business Suite R12
• Oracle Advanced Pricing
• Oracle Order Management
• Oracle Inventory
• Oracle Configurator Developer
• Oracle Manufacturing

A large healthcare equipment provider needed assistance in streamlining their complex ordering process with their trading partners. Extensive manual processes were employed to transfer mission-critical data between their disparate systems, leading to a constant state of data disparity and confusion. Data including cost, pricing and configurations were sent back and forth using emails and other manual methods, multiple times a day. The data was then imported manually into these systems and manual signals were used to acknowledge the data. These disjointed systems resulted in limited visibility of data across environments, confusion, and poor customer service.

Having concerns with this ineffective, cumbersome and obscuring environment, the provider and its vendors both engaged TeamAdroit to find ways to make processes streamlined and effective. TeamAdroit by using its dedicated methodology established a data transfer and procurement strategy for the entire enterprise, reviewed existing processes, recommended improvements, and architected end to end interfaces between systems. This reduced the data and transmission errors from 57% to 0%, leading to real time, online interaction with vendors, resulted in a satisfied supply base and an improved overall customer service. By effectively procuring the materials from its vendors, the provider reduced various wasteful activities, negotiated prices effectively, resulting in a 35% reduction in the cost of producing the finished goods.

Challenges

- Lack of a single source of truth for critical data encompassing cost, pricing, items and configurations
- Many labor-intensive intra-group transactions, leading to poor procurement and ordering practices
- Disconnected systems for managing and transferring data, lack of automation in acknowledging data transfers
- Poor quality of data, security issues and data breaches between disparate systems
- Inaccurate pricing and cost calculations leading to wrong pricing for many products, thus eroding potential revenue
- Poor accountability and ownership of data, leading to imputation of blame
- Limited data visibility and reporting capabilities at the enterprise and business unit level

Solutions

- Provided an integrated and automated interface for online, real time data transfer between systems
- Instituted discipline and ownership in the master data, identified key owners for the creation and maintenance of information across enterprise
- Established reporting and analytical capabilities for inter and intra-departmental needs, provided clear visibility of the critical information. Dashboards and easy-to-use user interfaces to monitor, view and act on data
- Reduced costing and pricing errors from 35% to 0% for multiple flagship products, resulted in higher revenue and greater customer service
- Provided wide array of supported and secure communication protocols
- Provided highly available and reliable support with a goal of 100% uptime
- Governance and security to compliance requirements

Implementation Approach

implementation was conducted by combining Traditional and Agile methods. After analyzing the current environments, pain areas, and business requirements, a pilot of the future design was finalized at the early stages. This approach solidified the design early on, providing confidence in the proposed architecture and design. The architecture was defined by keeping the processes simple by using the best practices inherent in the Oracle EBS R12.2 Advanced Pricing, Costing, and Inventory, Oracle Configurator developer, Order Management and set of API calls. The solution provided scalability, adapting to the ongoing business needs whilst helping to manage, govern, secure and report on the data moving within and between systems.