

Medical Device Company: Automating Sales Orders into Oracle with a Reliable, Integrated Service

As a designer and manufacturer of some of the world's safest, most reliable medical devices and systems for infusion therapy, oncology and critical care applications, this medical company helps enhance overall clinical experience and quality-of-care.

Its products improve outcomes by helping prevent bloodstream infections and protecting patients and healthcare workers from exposure to infectious diseases or hazardous drugs. Its complete product line includes: needle-free vascular access devices, customer infusion systems, closed delivery systems for hazardous drugs, advanced sensor catheters and hemodynamic monitoring systems.

Medical Device Manufacturing

Benefits of Automated Sales Order Processing:

- Process customer sales orders in just a few clicks
- Reduce order processing errors and customer claims
- Meet customer service level agreements
- Eliminate order backlog
- Track customer orders in real time with audit trail and reporting functionality
- Get insights into process workload and efficiency

Preceding its partnership with Esker, this leading medical device company processed its sales orders via GHX G-Fax™ fax conversion service. At an offsite location overseas, customer faxes were received at the G-Fax servers where staff would manually key the information into the medical device company's Oracle ERP application — normally resulting in a 2-4 hour delay between when the order was placed and when it was received in Oracle to be shipped. Rather than continue relying on an inefficient, outsourced e-solution, Esker on Demand was leveraged to simplify, streamline and shore up order processing.

Low visibility, high costs

Processing sales orders offsite led to a number of recurring issues. First, the company had no visibility or control over the orders, meaning, until the order hit the Oracle system, nobody could make changes to an address or account, cross-reference customer part numbers, or do any pre-process reporting. Consequently, the company was at the mercy of G-Fax — anxiously awaiting orders to come through to meet timelines, and often receiving them with errors.

The Solution: Esker on Demand

Almost immediately, the Esker Automated Sales Order Processing (SOP) solution began producing beneficial results for the company. In effect, everything that previously was negative with G-Fax, became a positive with the help of Esker.

Customer results:

- Reduced annual order processing costs by approximately 50%
- Improved visibility, control and speed of process while reducing errors
- Simplified reporting, making it easier to modify tables for customer information, address changes, etc.
- Achieved "touchless" functionality — within one month, four customer accounts were already touchless
- Gained ability to redact credit card information

What's next?

In addition to automating SOP, the medical device company is already planning to leverage the Esker solution to automate Accounts Payable (AP) in an effort to streamline invoice processing and cut operational and administrative AP costs.