Client
A leading medical device company with a diverse range of reconstructive, medical and surgical products.

Goal
Substitute current manual processes with a semi-automated solution that improves productivity significantly.

Business Impact
Reduced product turnaround time from hours to minutes thus reducing inventory needed to service demand.

Improved sales by 20% in the first 60 days of deployment.

Tags for a quick turnaround

Iris' Sense and Response (SnR) Framework helped a leading medical device company improve management of their inventory and accelerate product shipment to customers.

Overview

Iris customized SnR to create a solution for a leading medical device company to improve turnaround of their loaner kits at their sales offices across the United States.

The new application allows the client to receive loaner kits at its branches, count the contents rapidly, replenish them, and keep them ready for supplying to their customers – hospitals across their geographic region. The Iris solution enables quicker turnaround of kits, lower inventory costs, and higher sales.

The challenge

Our client is one of the world's leading medical technology companies with over 20,000 employees and 30 global manufacturing and R&D centers across the globe. Our client's products are used by healthcare professionals in over a hundred countries to help people lead more active lives.

Our client has several national repositories and sales offices. Each of these offices handles loaner kits containing anywhere between a 100 to 200 items. Each loaner kit must contain the precise set of items in it for it to be effective at the point of use. Several hundred of these kits are shipped out daily from our client's offices to hospitals in their geography. When these kits come back after use, they are subject to a receiving process. This receiving operation involves counting the contents of these kits, verifying against items sent out previously, validating whether these items have crossed their expiry date, replenishing the kit i.e. refill it with the items that are missing in the kit when it was returned by the customer, repacking and setting it up for the next dispatch. This process was a tedious manual process prone to errors and delays.

Our client was looking for an alternative that could make this operation efficient.

The solution

The SnR Loaner Tracking Application Software and Solution is deployed at over 35 sites of our client. This solution was built by customizing our SnR framework and integrating the solution with our client's back-end applications.

SnR uses Radio Frequency Identification (RFID) to automate tasks with Loaner Processing at a Branch office or a Loaner Bank. Processes include Receiving, Quality Checks/ Audits / Inspections, Directed Put-Away, Replenishment / Picking and Shipping.

Iris had complete turnkey responsibility from component selection to installation. Iris led the solution development process with demos, proofs of concept, and integration into the client's system. In addition, as part of delivering the solution, Iris also had to orient the client's personnel on the use and monitoring of the deployed solution. Iris' post-production support included continual operator training, solution monitoring and monthly reviews.

The Iris advantage

Vision to Reality: SnR was customized to meet the specific needs of the client and was successfully implemented across multiple sites in the US. Business goals were realized as the implementations rolled out.

Speed to market: The application was deployed at the first branch office within three months. The national rollout consisting of 35 branches was completed over a ten-month period.

Execution excellence: Each office was made operational in a rapid three-week cycle. Operations personnel in each of the offices were able to perform their work as soon as the solution went live at their facility.
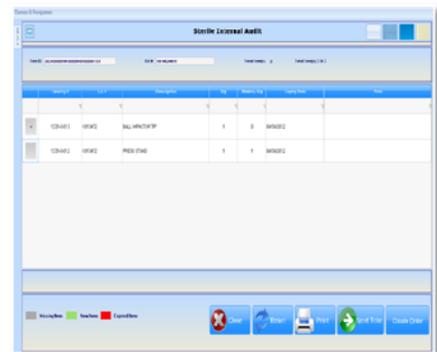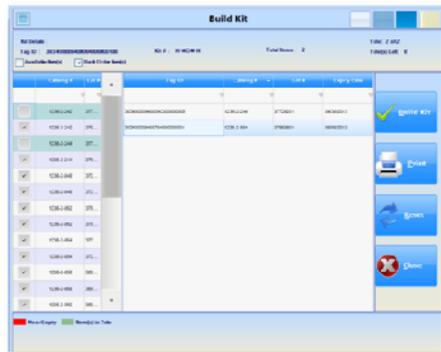
About Iris

Iris (www.irissoftware.com) is a professional software services organization providing its customers with high-quality, cost-effective solutions and developing mutually beneficial relationships. Iris does this through comprehensive solution offerings with best-of-breed technologies, rapidly deployable solutions, flexible engagement models and proven methodologies. This allows customers to focus on their core competencies, and concentrate IT resources on projects that directly impact their bottom-line.