

Medical Instruments Provider

Medical instruments provider wishes to make their statements more informative and provide better information to their sales offices.

Challenge:

With the growth of a medical equipment provider brought about the need to customize their invoices and statements in order to provide better information and make these documents more user friendly for the clients. The sales offices were also able to make changes to the bills and sometimes information was slow in coming to the corporate offices.

The documents were not well organized making the information hard to understand by the various hospitals. In many cases, the statements were sent to the hospital and the medical supplier relied on the various hospitals to distribute the information internally. This caused delays in receiving payments.

The Sales offices were able to print the invoices and statements and often were able to make changes. Unfortunately, these changes did not make it back to the corporate office and the Accounting departments were never able to close the books without a number of exceptions.

The company was growing and had to take control of its billings and account receivables. The problem was that any changes had to fit into their system and still be easy to use and understand by the files and customers. The data came from an AS400 system and a resource was needed that could coordinate the separate data fields and output the data in a more concise format.

Solution:

National Business Systems was called upon because of their experience in dealing with documents reformation, data management and its web hosting capabilities using Secure Online Data Access (SODA). The solution was in several parts. First the data had to be imported and sorted into a usable format. NBS then had to reformat the documents to logical means by hospital, department and equipments. Lastly the sales offices had to be presented with a means to view these documents, print them as needed and to coordinate changes back to the Corporate office in a timely manner.

A new format was designed which allowed information to be presented in a more readable format. Now all equipment was presented by not only department, but by tracking numbers days in use and equipment contract expiration.

Also programmed was the ability to do selective messaging and selective inserting allowing for concise information to be communicated to the hospital.

Postage costs were cut since the documents information could be combined prior to printing for maximum postage discounts and directed to specific departments within the hospitals.

SODA was employed to host images of the documents and make them retrievable by the field. By being able to download the Statements, the sales people were able to answer customers questions and hand deliver statements to certain hospitals giving them the opportunity to increase sales. Customer Service was also able to take advantage of SODA making it easier to answer customer's questions.

Conclusion:

National Business Systems was able to provide the medical instrument company with a one stop service freeing them to concentrate on their core business functions and plan for expanded growth in the coming future.

