

Medical Device Manufacturer & Distributor Increases Order Accuracy and Processing Speed with Microsoft Dynamics GP® and SalesPad® DataCollection



Customer:
Innovative Medical Products, Inc.

Web Site:
www.innovativemedical.com

Location:
Plainville, CT

Industry:
Manufacturing & Distribution

Former System:
MYOB

Customer Profile:
Innovative Medical Products, Inc. is a Connecticut based manufacturer and distributor of medical devices for the orthopedic industry.

Highlights:

- Increased Order Processing by 150%
- Workflow Streamlines the Order Process
- Increased Order Accuracy to 98.5%
- Online SSRS Portal Saves 3 Days and 500 Sheets of Paper Monthly

CAL Business Solutions Inc.
860.485.0910
sales@calszone.com
www.calszone.com



With Dynamics GP we have increased our order processing by 150% and our order accuracy to 98.5% because of workflow, easy access to information, and barcoding.

*Rich Larkin, Director of Operations.
Innovative Medical Products, Inc.*

The Challenge

Innovative Medical Products, Inc. (IMP) had outgrown the MYOB accounting software used to run its manufacturing and distribution company. It had only basic functionality, was hitting the limit on the number of transactions it could handle, and could not produce detailed reports. The company wanted a new ERP software system with a strong financial and distribution focus based on Microsoft SQL Server.

The Solution

IMP compared seven ERP software packages that fit its requirements. Microsoft Dynamics GP stood out because of the way it was presented by the local Connecticut partner, CAL Business Solutions. "For everything we asked, George was able to show us real scenarios of how the data could be organized to fit our business. He gave us solutions rather than just tell us there were open fields available to do whatever we wanted," recalls Rich Larkin, Director of Operations.

IMP chose to install Microsoft Dynamics GP with SalesPad from CAL Business Solutions.

The Benefits

"Increased Our Order Processing by 150%"

Microsoft Dynamics GP with SalesPad has had a huge impact on order processing. IMP has increased orders by 150% without adding any head count because each worker is able to be more productive.

"Prior to Dynamics GP we could effectively process about 20 orders a day per person; now we're up around 40 or 50 orders a day per person. Customer service has information at their fingertips. When they enter an order, all the customer information data, history, and order details are right on the screen," says Larkin.

"Workflow Streamlines the Order Process"

IMP processes orders for evaluations, repairs, loans and products. The workflow set up



Microsoft Partner
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About CAL Business Solutions

CAL Business Solutions is a Connecticut Microsoft Partner focused on Dynamics GP (Great Plains) financial management/ERP systems. The company offers implementation, data conversion, customization, training and support to over 200 customers in 16 states.

- Serving customers since 1982
- Dedicated in-house development team
- Dynamics GP training center
- Multi year Microsoft Dynamics® President's Club Member, recognizing the top 5% of Dynamics Partners worldwide
- Microsoft Dynamics® GP Integration Experts

“The team at IMP really makes the most of the technology they have available. They are always interested in finding new ways it can help them streamline their business.”

*George Mackiewicz, President
CAL Business Solutions*

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www.calszone.com/30questions

CAL Business Solutions Inc.
200 Birge Park Road
Harwinton, CT 06791
860.485.0910
sales@calszone.com
www.calszone.com

for each ensures that it is processed quickly and correctly. “Getting SalesPad implemented and customized for our business has really led to productivity increases,” says Larkin.

“Increased Our Order Accuracy To 98.5%”

IMP now uses Microsoft Dynamics GP and the SalesPad DataCollection module with handheld barcode scanners for picking items in the warehouse. “It has helped us improve productivity immensely, especially with error control. We have a lot of products that have similar names. We were registering errors such as when a customer would order a 1092P (hip position pad) and we would actually ship the 1092 (hip positioner), the difference being about \$7,000.00. With the barcode system there is very little chance of error. With Dynamics GP and DataCollection we have increased our order accuracy from approximately 85% to 98.5%,” says Larkin.

“Online SSRS Portal Saves 3 Days and 500 Sheets of Paper Monthly”

IMP needed a way for its 35 outside sales reps to see their commission data in real time. In the past, checks were mailed out monthly with a consolidation report to show their commission calculation, and a second report of new invoices in the system. It took one IMP employee three days each month to print, sort, staple, stuff, and mail the 500+ pages.

Rick Larkin, an experienced Microsoft Dynamics GP user, decided to build an online portal using Microsoft SQL Server Reporting Services (SSRS). The sales reps now receive their checks electronically via ACH transfer, then securely log into the online site to see how their checks were calculated. “Microsoft Dynamics GP is so flexible. The SSRS report was up and running in about a week,” says Larkin.

“Manages Manufacturing Without Being Overkill”

IMP appreciates that Microsoft Dynamics provides it with strong core accounting functionality, plus more. Larkin comments, “Some of the other ERP systems that we looked at were heavily manufacturing based, and we were looking for more inventory control and distribution. Dynamics GP gives the company enough functionality to manage the manufacturing process, without being overkill.”

“Working with CAL Is a Bright Spot”

Working with the right Microsoft Dynamics GP partner is just as important as choosing the right software. “I can flat out say that working with CAL is definitely a bright spot. CAL has experts in SQL, so I don't need to be an expert at everything. The CAL team has great process knowledge of our distribution business. I just can't say enough good things about the CAL team,” says Larkin.

IMP now has a reliable system that gives it the reporting it needs, plus increased order accuracy and order processing. It continues to find new ways to be more efficient with the system, solving business challenges as the company grows.

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