

## Sage ERP for Health & Medical Equipment Suppliers

A Healthy Choice for your Organisation

sage

## Introduction

Over the next five years, health and medical equipment suppliers can expect significant growth in their industry of around 5 – 7%, according to research from IBISWorld. The Australian healthcare market is influenced by a number of demographic trends, including:

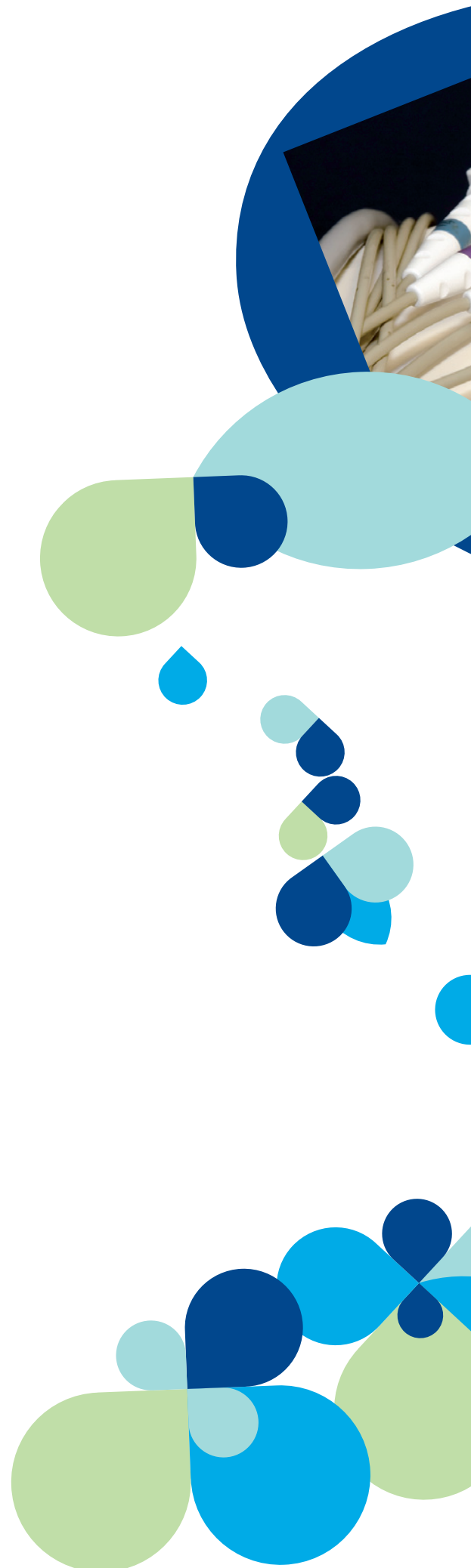
- A growing and aging population (The Australian Bureau of Statistics projects that over 17% of the Australian population will be 65 and over)
- An anticipation that Governments will increase their spending on health over the next five years
- Consumer expectations for improved healthcare are increasing
- Technology is giving rise to new clinical therapies, which in turn are addressing more and more medical ailments and aiding in earlier diagnosis and prevention of diseases.

Given some of the trends mentioned, the growing demand for health services over the coming years will drive demand for medical and surgical equipment as well as a range of health supplies and products. Advances in information technology over the last few years are helping organisations in the healthcare market to cope with such increasing demand. Advances have allowed firms to revolutionise procurement procedures and facilitate better supply chain management. The development of electronic ordering systems over the Internet have greatly enhanced service levels, while improving process efficiencies, by allowing customers to search inventory lists, check pricing, place and print-out orders, and receive billing slips via email.

By its very nature, the industry faces a high degree of regulation and compliance. The Therapeutic Goods Act (1989) outlines the regulation for therapeutic goods in Australia, to ensure their safety, quality and efficacy. Consequently, organisations need to have sufficient quality assurance to ensure the quality of the products and equipment they are delivering to the market.

## Your opportunity

Though this growth offers a number of opportunities, it also presents a number of challenges for organisations. Not all organisations will succeed at growing their business or increase their market share in an expanding market. IBISWorld expects a number of consolidations and mergers will occur within the industry over the next few years. It will only be those organisations who have the facilities and expertise to deliver superior service who will succeed.





## Critical Success Factors

Organisations operating in the Australian healthcare market understand that in order to be successful they have to be focused on delivering exceptional customer service in a way that is cost-effective and efficient for the organisation. They need to develop strong relationships with major hospitals, research institutions, universities, government and other consumers.

A number of factors, according to IBISWorld will determine which organisations will thrive and grow over the next five years including:

- Superior financial management: Cashflow management is imperative when dealing with high inventory levels.
- Ability to control stock on hand: Computerised stock controls facilitate up-to-date monitoring and analysis of inventory which allows suppliers to offer a higher level of services to customers.
- Having an extensive and flexible distribution/collection network: Having efficient warehousing and distribution centres in place, with high levels of automation is imperative in keeping manual and delivery costs to a minimum.
- Offering clients a range of payment options: The ability to offer leasing finance is another success factor.

## Set the trend

Companies that supply to the growing healthcare market in Australia need to be focused on delivering exceptional customer service to beat their competitors. While many organisations still use disconnected, piecemeal, and legacy systems, they will not be able to take advantage of the growth in their market. The complexity of regulations, supply chains, and customer demands mean these organisations will fall behind their competitors. To gain customers and continue growing with their market, companies need enterprise wide systems that allow them to manage cashflows, inventory levels, client and customer relationships, complex distribution networks and channels, as well as efficiently managing procurement and ordering processes.

Act now and set the trend for your industry.

## How Sage's ERP solutions can help

Sage software and our partners have an extensive history in the health and medical supply industries, bringing years of local and international experience in developing solutions that manage: warehousing and inventory, freight and dispatch scheduling, service management, as well as eCommerce and online logistics. These solutions seamlessly integrate with our core ERP and financial management solutions, Sage ERP Accpac and Sage ERP X3, to give you total control of your business.

By implementing an integrated Sage ERP solution, incorporating eCommerce, CRM and warehousing, online medical distributor Medshop were able to greatly expand their business and the range of products they could bring to market.

## Sound Financial Management

Our core accounting and financial management applications, Sage ERP Accpac and Sage ERP X3 are the platform on which Sage's manufacturing, warehousing and distribution solutions are built on. They offer fully integrated financial, distribution, costing, service management, EDI, business intelligence, eCommerce, warehousing and customer relationship management capabilities to your organisation.

By providing the enterprise-wide benefits of process automation, greater business intelligence, and enhanced productivity, it allows organisations in the healthcare market to react quickly, manage cashflow and inventory levels and gain advantage over their competitors.

Both Sage ERP Accpac and Sage ERP X3 offer you freedom of choice, seamless integration, high performance and reliability. They are both extremely advanced business applications built on world-class architecture, providing the financial and business process backbone of your organisation.

"Accpac is so easy to use and adapt. Everything we ask it to do, it does so well. The Sage solution has helped us capture lost revenue, by capturing time and parts per job, and automatically dispatching accurate invoices. Stock error and related costs are also reduced. The extensive reporting capabilities are providing strategic strength to the company. We provide real-time reports to a wide range of management levels, benefiting every level of decision-making", Mike Bryce, Welch Allyn's Service and Regulatory Manager for Australia.



"Our Sage ERP solution has allowed us to greatly increase the range of products we offer. Due to the greater management controls in place and the automation, we are now able to offer consumable products. With consumables it is important that the chain of responsibility is clearly defined, where we need to closely manage the quality and the service of the products we supply."

Steve Cumper, Director, Medshop





## CRM

CRM (Customer Relationship Management) is the management tool that allows you to build and manage your networks, key relationships and business processes that will drive the success of your business. Regardless of how, when or where your customers, partners and suppliers choose to interact with your company, CRM allows you to successfully manage these relationships.

By adding CRM functionality to your solution you can quickly analyse, manage and synchronise sales, marketing and customer care activities across all points of contact.

## Order Entry

Available online or offline, manage the entire order process including fulfillment and raising back orders where needed to minimise costs and maximise efficiencies. Price management is fundamental to a streamlined distribution environment.

Sage Customers across Australia and New Zealand in the Health and Medical Equipment Industries include:

- MedShop
- Midmed
- MacFarlane Medical Supplies
- LMT Surgical
- Medela
- Med Tech
- Swisse

## Intelligent Purchasing

Both Accpac and X3 give you the ability to manage and review total costs including landed costs in order to truly understand stock cost. It is crucial to understand the inventory investment versus customer service levels and how these are measured. Through a combination of CRM and stock management, the right information will reach the right people at the right time. They allow demand forecasting using algorithms for single screen stock ordering, allowing for allocations per warehouse and per location.

## Inventory

Our core solutions cater fully for serialised inventory and lot tracking, assisting management of shelf lives and expiry dates, particularly useful in food, beverage and pharmaceutical industries.

## Warehouse Management

Take advantage of a powerful, feature-rich warehouse management solution that automates materials-handling processes and scales to accommodate the varied demands of small and mid-sized distribution centres as well as high-volume environments. By integrating advanced radio-frequency and bar code technologies with warehousing automation functionality. Our warehouse management solution provides a comprehensive fulfillment center and warehouse management solution that includes order management, receiving, stocking, replenishment, picking and other tasks.

## Customers For Life

Sage has a long-term relationship with and commitment to the health and medical equipment suppliers industry. Our ERP solutions demonstrate our close technology alignment and the intent to be an important part of our customers' business for many years to come. And our ongoing product development and clear migration path ensure that no matter what the size of your company, one of our business solutions is right for you.

## Support You Can Count On

For more information about Sage ERP Accpac or Sage ERP X3, visit [www.sagebusiness.com.au](http://www.sagebusiness.com.au) or [www.sagebusiness.co.nz](http://www.sagebusiness.co.nz). Alternatively, please call 13 sage in Australia or 0800 904 409 in New Zealand; or contact your local Sage Business Partner.



Patient/Type	Date	Time	HR	RR	SpO2	Temp	Pain	Res
ID Unknown A	03/20/10	12:29:05	--	--	(--)	--	--	98.0
ID Unknown A	03/20/10	11:24:34	60 SpO2	111/54 (60)	95	--	--	--
ID Unknown A	03/20/10	09:28:27	59 NEP	102 (61/60)	95	--	--	--
ID Unknown A	03/20/10	07:45:06	59 NEP	102 (61/60)	95	--	--	--
ID Unknown A	03/20/10	04:26:52	64 SpO2	94 (67/61)	95	--	--	--
ID Unknown A	03/19/10	23:40:03	61 SpO2	116/59 (65)	95	--	--	--
ID Unknown A	03/19/10	21:29:45	59 NEP	100 (63/60)	95	--	--	--



## About Sage Business Solutions

Sage Business Solutions is one of the leading suppliers of business management software and related products and services in Australia and New Zealand. Sage Business Solutions has an extensive suite of world-class CRM and ERP solutions designed to increase productivity, reduce costs and provide competitive advantage for large and small businesses ranging from enterprise with over 500 employees to single office/home office operations.

Sage Business Solutions is a subsidiary of The Sage Group plc, a leading international supplier of accounting and business management software for small to mid-sized businesses around the world. Formed in 1981, Sage was floated on the London Stock Exchange in 1989 and the Group now has 6.1 million customers and employs over 13,800 people worldwide.



## MicroChannel Services

### Sydney:

The MicroChannel Building  
Suite 5, 401 Pacific Highway  
Artarmon, NSW 2064  
p: 02-9089 9999  
f: 02-9089 9988

### Melbourne

Level 1, 210 Albert Road  
South Melbourne, VIC 3205  
p: 03-9935 4000  
f: 03-9935 4044

### Brisbane

p: 07-3100 9400  
f: 07-3100 9488

### Information:

p: 1300 440 444  
e: [info@microchannel.com.au](mailto:info@microchannel.com.au)

### Sales:

p: 1300 440 444  
e: [sales@microchannel.com.au](mailto:sales@microchannel.com.au)

# MicroChannel *S e r v i c e s*



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