

# CASE STUDY: DISTRIBUTOR

## Overview

A Colorado-based, multi-state distributor for a major orthopedic medical device manufacturer was facing several challenges managing its complex operations.

They needed a solution that would enable efficient field asset management, device usage reporting, billing documentation, digital record keeping, and access to data analytics.

This would allow them to streamline operations and reduce the administrative burden on both their back-office and field staff.

## Problem:

Managing inventory expirations is complex and time consuming. Getting it wrong can be costly.

Distributing large volumes of sterile packaged devices creates a significant inventory management challenge.

Tracking expiration dates and ensuring the timely use or return of expiring inventory became critical to avoid incurring costs and increasing the potential for lost revenue.

Manual inventory checks were time-consuming and prone to errors. Compounding the issue, much of the inventory was consigned to area hospitals, and distributed across a large, inter-state territory.



## Solution:

ConnectSx Beacon provided a comprehensive inventory management solution that brought real-time visibility across a complex ecosystem.

The platform enabled seamless tracking of inventory, including expiration dates, lot numbers, UDIs, and even inventory age.

Automated notifications alerted users to expiring inventory, allowing for proactive action.

ConnectSx Beacon also facilitated efficient quarantine, transfer, or adjustment of at-risk inventory, minimizing losses and ensuring compliance.

# BEACON

## Problem:

Administrative overhead and manual labor take up valuable sales time.

Sales reps were spending a disproportionate amount of time on administrative tasks, including paperwork, billing processes, and inventory/logistics management.

This took away from their core focus of selling and building customer relationships, which creates significant opportunity costs.

## Results and ROI:

Implementing ConnectSx Beacon saved both time **and** money

**Reduced inventory waste and associated costs:** Expiration tracking and notifications ensured complete visibility into expirations, minimizing fines incurred by the distributor.

Similarly, sterile packaged products could be tracked to ensure use prior to consignment deadlines that historically cost the distributor up to \$100,000 annually.

**Improved compliance and patient safety:** Real-time, proactive asset management ensured only safe and compliant products were used in procedures. Tracking inventory to the individual case level further mitigated risk and improved traceability for the distributor and the manufacturer.

**Increased sales rep productivity and focus on selling:** By automating and digitizing multiple administrative tasks, sales reps saved 2+ hours each week, allowing them to dedicate more time to building customer relationships, creating opportunities for increased sales.

**Streamlined workflows and reduced administrative burden:** An intuitive interface

## Solution:

ConnectSx Beacon streamlined workflows and automated manual processes, putting hours back into each rep's week. The platform provided a wealth of value-driving features, like:

- Simplified case creation with drop-down menus and barcode scanning
- Automated billing documentation and P.O. capture
- In-context visibility of inbound shipments and easy acceptance into inventory
- Streamlined inventory transfers to and from the field

and multiple automations simplified complex manual processes saving back-office staff 1-2 hours on daily inventory and logistics operations.

**Enhanced visibility and improved access to comprehensive data:** Real-time data and analytics provided actionable insights for better decision-making. Custom and canned reporting and visualizations gave back office staff access to critical information in a fraction of the time.

By leveraging the ConnectSx Beacon platform, this distributor achieved a meaningful return on investment through improved efficiency, time and cost savings, and increased sales opportunities.



**ConnectSx** is a software company based in the greater Chicago area providing SaaS solutions that help Medical device manufacturers and their distribution networks improve field logistics and sales performance



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