

HEALTHCARE SECTOR OPERATIONS OPTIMIZATION



One of the world's largest medical technology corporations serving the healthcare industry, the client was facing large rebate disputes, costly damages and returns, and was having difficulty managing A/R. Trident was engaged over a period of 7 months to identify and implement solutions to all these issues.

HOW WE MADE IT HAPPEN:

- Eliminated 50% of customer data errors with new data management protocols:
 - Implemented a new set of tools and processed to identify and prioritize customer error resolution
 - Introduced service levels and KPIs to eliminate backlog and set operational targets
- Achieved \$2.8MM reduction in working capital through improvement of DSO:
 - Refined and optimized collection targets based on collections performance in each age bracket
 - A/R Bad Debt reserves were reduced by 50%
- Saved over \$1.3MM in shipping costs and damages:
 - Reduced shipping discrepancies by over 40%
 - Developed standard auditing processes and tools for each shipping methods to maintain the benefits realized
- Developed and implemented a system for Pricing and Rebates which reduced pricing errors by 40% and synchronized pricing/rebate data with distributors.

\$5MM
ANNUALIZED SAVINGS

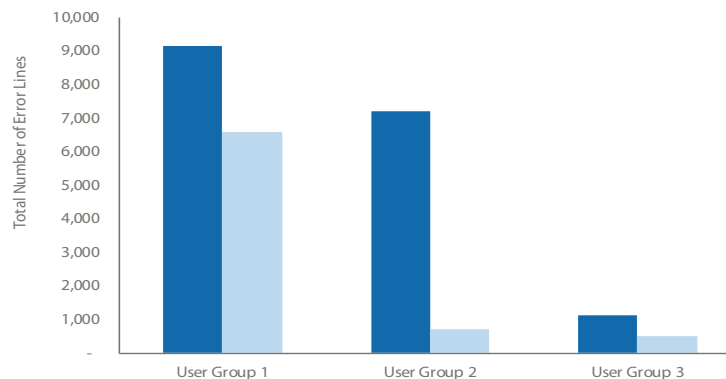


RESULTS:

The project delivered in excess of \$5MM in annual financial benefits to the client through improvements in systems, labor productivity, and reduction of pricing errors, improvements in warehousing, distribution operations, and reduction in A/R position.

The project has also reduced customer disputes, improved timeliness of A/R and collections processes, and improved the relationship and customer service that the client provides to its distributors.

58% Decrease in Error Lines



We are here to Make It Happen™.

Contact us for a complimentary assessment to help solve your complex business issues at info@trident.com.