

MEDICAL TECHNOLOGY A/R SOLUTIONS HEALTHCARE CASE STUDY



One of the world's largest medical technology corporations was facing large rebate disputes, costly damages and returns, and difficulty managing Accounts Receivable, and engaged Trindent to identify and implement solutions.

6%

**REDUCTION
IN PRICING
ERRORS**

\$7,000,000

**ANNUALIZED
SAVINGS**

8%

**REDUCTION IN
DAYS SALES
OUTSTANDING**

HOW WE MADE IT HAPPEN

Achieved \$2,800,000 reduction in working capital through improvement of DSO:

- Refined and optimized collection targets based on collections performance in each age bracket
- Reduced A/R Bad Debt reserves by 50%

Saved over \$1,300,000 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

Eliminated 50% of customer data errors with new data management protocols:

- Implemented a set of tools and processes to identify and prioritize customer error resolution
- Introduced service levels and KPIs to eliminate backlog and set operational targets

Reduced Pricing errors by 6%:

- Developed and implemented a system for Pricing and Rebates which reduced and synchronized pricing/ rebate data with distributors

"Trindent's practical, hands-on implementation approach was able to quickly solve very complex issues that improved the experience for internal departments, third party facilities and end customers. The speed at which Trindent was able to bring acceptance and accountability into the project and the ability to convert the project into a 'business as usual' continuous improvement culture is what impressed me the most."

-Chief Financial Officer

WE'RE HERE TO MAKE IT HAPPEN™.
CONTACT US TODAY AT info@trindent.com.