

## CASE STUDY:

*Asante*



## Procurement at Peak Efficiency: Asante Streamlines Supply Chain with Infor Process Automation

Asante is a health system in Medford, Oregon and the largest healthcare provider in 9 counties, with 5,700 employees providing quality health care services to 600,000+ people throughout Southern Oregon and Northern California. Asante hospitals include Asante Ashland Community Hospital, Asante Rogue Regional Medical Center, and Asante Three Rivers Medical Center.

### Challenge: Reduce Supply Chain Costs and Automate Fulfillment Process

Like other materials managers at healthcare provider organizations, eliminating non-stocks, increasing fill rate, and controlling costs are top challenges at Asante. A long-time Infor (Lawson) customer operating Finance/Procurement, HR, and payroll, Asante sought to increase efficiency of their ERP system to streamline supply chain and procurement processes.

“We wanted a solution that would allow us to automate fulfillment processes and reduce supply chain costs,” said Asante Purchasing Manager Randy McElmurry. “In addition to creating a more customer-centric approach, we needed to enforce contract compliance, reduce data entry, and ensure the staff has the supplies they need, when they are needed, and at the right price.”



### Asante at a Glance

- 552 licensed beds
- 5,700 employees
- Consistently recognized as a Top Health System/ Hospital

### Solution

- FullFill Procurement™

### Highlights of Solution Benefits

- Automated and streamlined fulfillment process
- Lower supply chain costs
- Improved contract compliance
- Increased order efficiency



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### **Solution: FullFill Procurement™**

Asante partnered with Infor Partner of the Year Avaap and leading medical technology company, Stryker, to implement FullFill Procurement. FullFill Procurement is an Infor Process Automation flow that automates the supply process, creating a seamless experience from request to fulfillment.

“Prior to using FullFill, our supply management approach was extremely manual, and we were unable to get real-time visibility into inventory availability, making it difficult to understand things like if there was an order backlog or stock outages,” said McElmurry. “By automating the process with FullFill Procurement we are able to minimize the manual work required, standardize the workflow, and easily interface with our third-party distributor partners to ensure we bring efficiency to the order process.”

When Asante procurement managers create a purchase order (PO) for medical devices, FullFill Procurement assigns Stryker Sustainability as the primary vendor and the original equipment manufacturer (OEM) or distributor as the secondary vendor. The PO is placed for 100 percent of the demand item and transmitted to the vendor via EDI. The vendor acknowledges the purchase order using the EDI 855 which confirms the available quantity they can fulfill. If the order is unable to be fulfilled at 100 percent, a workflow is triggered, and a second purchase order is auto-created for the unfulfilled quantity with an email confirmation sent to the buyer summarizing the transaction(s).

### **Results: Maximized Savings and Increased Efficiency**

With this Infor Process Automation solution implemented by Avaap, Asante is able to achieve a systematic flow of materials and information, resulting in improved decision-making, greater efficiency, higher satisfaction from internal customers, and reduced supply chain costs, all which ultimately impact patient safety and care. FullFill Procurement is designed specifically for Infor (Lawson) and works with third-party distributor partners.

FullFill Procurement reduced Asante’s number of manual transactions minimized the time procurement professionals spent placing Pos. FullFill Procurement automatically manages Asante’s OEM contract compliance and inventory levels, eliminating the risk of backorders and stock outages while ensuring the negotiated contract price is adhered to. The result is reduced supply underutilization or over-ordering, keeping inventory at a healthy level.

“FullFill Procurement allows us to reduce the time spent placing and completing an order and get the highest quality products and supplies to our doctors, nurses, and end users faster,” said McElmurry. “Working with market leaders Avaap and Stryker Sustainability allow us access to the industry’s most experienced Infor consultants who understand technology tools including Infor Process Automation and how they can help healthcare providers to manage and improve business processes. We’re forever pressed to do more with less and automating our critical supply processes with FullFill Procurement has been a game-changer to help avoid error-prone activities and leverage automation to increase supply chain efficiency.”



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