zensar

Enhancing Visibility to Improve Efficiency and Revenue for an Advanced Diagnostics Company

◢ **Case Study**

An ❯❯**RPG** Company

Overview
Automating processes for customer satisfaction and revenue

The client is a research-based global leader in clinical diagnostics that develops, manufactures, and markets products for biomedical testing. It faced difficulties due to manual processes, resulting in order delays and product unavailability for customers. We implemented a strategy to automate systems to track inventory accurately, reducing errors and ensuring constant product availability for improved customer satisfaction.

Challenges
Manual errors, low inventory, and frustration

The client's diagnostics revenue heavily relied on selling consumables such as reagents and calibrators to pathology labs and hospitals. Hence, on-time re-ordering and availability of these devices is crucial. However, the current manual process led to delays in creating orders and inventory replenishment, wrong quantity calculations, incorrect billing, and low customer satisfaction.

Solution
Robust systems for streamlined processes and efficiency

Zensar tailored a strategy to automate all manual processes to reduce errors. We designed a real-time integration-based solution using pre-built IOT devices. We integrated with Oracle ERP and used Oracle Forms and PL/SQL. We developed integration to get data from the third-party meter contract system (Olympus). We set up meter kit size and price plans, created processes to calculate periodic replenishments and meter order billing, and created meter repayment orders for on-time fulfilment of reagents and calibrators.

Impact
Improved visibility and order fulfilment

- On-time order creation and fulfilment
- **50 percent** improvement in ordering consumables
- **90 percent** improvement in CSAT by end users such as pathologists, laboratories, etc.
- **100 percent** on-time order booking for consumables
- **20 percent** improvement in demand planning for consumables
- **15 percent** increase in revenue increase with on-time consumables ordering
- No delay to customers on the availability of reagents and calibrators
- Global solution, used in **127+** countries
- Zero manual errors

zensar

An **»RPG** Company

At Zensar, we're 'experience-led everything.' We are committed to conceptualizing, designing, engineering, marketing, and managing digital solutions and experiences for over 145 leading enterprises. Using our 3Es of experience, engineering, and engagement, we harness the power of technology, creativity, and insight to deliver impact.

Part of the $4.4 billion RPG Group, we are headquartered in Pune, India. Our 10,000+ employees work across 30+ locations worldwide, including Milpitas, Seattle, Princeton, Cape Town, London, Zurich, Singapore, and Mexico City.

For more information, please contact: **info@zensar.com | www.zensar.com**