



Services: Fulfillment
Industry: Healthcare, medical supplies

Trading Partners: Abbott Vascular, Baxter Healthcare, Braun Healthcare, Becton Dickinson, Biolab, Boston Scientific, Bunzl, Cardinal Health, Clifford Hallam Healthcare, Conmed Linvatec, Cook Medical, DP Logistics, Johnson & Johnson Medical, Kimberly Clarke, Medtronic, Siemens Healthcare, Smith & Nephew, Stryker

Case Study: Healthscope

Healthscope is in the business of saving lives. As one of Australia’s leading private healthcare operators with hospitals around Australia, the company needs to focus on its patients and can’t afford to waste time with manual order forms for thousands of individual line items.

“Each hospital is stocked with thousands of products from bandages and dressings to diagnostic equipment. We need to be able to ensure our stock levels are maintained and that our supply chain system is reliable,” stated Healthscope CIO Dougall McBurnie.

“We want Healthscope’s hospitals not only to offer the best in patient care, but also to implement the most effective supply chain systems to support that patient care.”

– Dougall McBurnie, CIO, Healthscope

“Many Australian hospitals are still using paper-based, manual supply chain management systems and faxing or posting orders to individual suppliers. We want Healthscope’s hospitals not only to offer the best in patient care, but also to implement the most effective supply chain systems to support that patient care.”

Healthscope looked to SPS Commerce to achieve greater efficiency in its supply chain management by using the SPS cloud-based platform. This technology allows Healthscope to digitally transmit purchase orders to its suppliers directly.

The solutions integrates the orders from Healthscope’s IT system to its suppliers’ systems, reducing the time and effort required to order items for the hospital and manage invoices.

“The SPS solution enables us to improve the efficiency of the hospital supply chain system and our accounts payable processes,” said McBurnie. “This was critical in gaining business ownership for the initiative and support for an aggressive implementation schedule.”

“Electronic trading has become a standard channel for communication between major companies. And with medical suppliers such as Johnson & Johnson and Clifford Hallam it makes sense for Healthscope to implement this technology and share the substantial business benefits with our suppliers,” McBurnie continued.

The SPS fulfillment solution is cloud-based, rather than client-side software program, that can facilitate different communication technologies like HTTP, AS2 and private links.

“The SPS platform reduces the need for manual processes at both ends of the supply chain. This means rapid response to orders, quicker delivery and more clarity between trading partners. Its a win-win for our customers”, says Angela Hariohoedojo, general manager – Australia at SPS Commerce.

Improving Healthscope’s Trading Partner Relationships



RETAILERS



SUPPLIERS



3PLS