



Services: Assortment
Industry: Healthcare, medical supplies

Trading Partners: Public health jurisdictions including WA Health, SA Health, NSW Health

Case Study: Medical Sales & Service

SPS Commerce has successfully launched Western Australian health and medical supplies company, Medical Sales & Service, onto the National Product Catalogue (NPC) — in time and on budget. The company is now compliant with current industry requirements and will be able to embark on the next stage of online trading with its clients.

Medical Sales & Service is a major player in the Western Australian healthcare sector. Providing a large range of medical consumables and capital items, the company is a preferred supplier to numerous government and private hospitals in the state, as well as throughout Australia.

In 2009, Medical Sales & Service received a directive from the Western Australian Department of Health and the National E-Health Transition Authority (NEHTA) to have their product and pricing data available on the NPC.

The NPC is a single, centralised repository of product and pricing healthcare data, hosted by GS1 Australia on its GS1net™ — a data synchronisation platform. The platform enables the secure sharing of item data, such as product identifiers and descriptions, units of measure, package contents, product classification, pricing and other healthcare information. Angela Hariohoedojo, general manager – Australia at SPS Commerce said, “The big challenge was to get Medical Sales & Service onto the NPC under stringent time constraints. To do this, we worked very closely with the company and GS1 to get them uploaded on time and ensure that all data synchronisation requirements were met.”

A smooth operation

To get Medical Sales & Service up and running on the NPC, SPS developed a multi-layered approach that included:

- connecting the company to GS1net™ by accessing product and pricing data from the existing ERP system using the SPS solution
- creating integrations to translate and streamline data
- validating data against a set of business rules prior to sending it to GS1net™
- uploading validated data onto GS1net™
- generating notifications on the “data status”, enabling corrective actions to be taken
- generating responses from GS1net™ which notify the company when product and pricing data has been validated and uploaded on to the system
- creating a back up system by sending data which is uploaded onto GS1net™ back to SPS in case of data loss

Improving Medical Sales & Services' Trading Partner Relationships



RETAILERS



SUPPLIERS



3PLS

“Thanks to SPS, we have been able to meet government requirements on time, improve our business efficiencies and increase the quality of our trading relationships.”
— Rod Dowding, sales manager, Medical Sales & Service

The new system provides Medical Sales & Service with accurate data upload and an accurate trading cycle, reduced costs and errors through the elimination of manual data processes, and increased data security through encryption and authentication.

The final result is an integrated system that is fully compliant with industry requirements and ready for the next stage. Rod Dowding, sales manager, Medical Sales & Service, said, “The success of this project was integral to our business going forward. Thanks to SPS, we have been able to meet government requirements on time, improve our business efficiencies and increase the quality of our trading relationships.”