

MED-EL Corporation

A Client Success Story



MED-EL's Inventory is Clear as a Bell with the Help of Business Technology Solutions

Business Issues that Led to Need for a New System:

- Company growth
- Manual and spreadsheet tracking of data
- No data audit trail
- Cumbersome reporting
- Manual tracking of open orders and returns

Results Achieved:

- Inventory data tracked precisely
- Inventory reconciliation decreased from 15 hours per month to two hours per month
- Eliminated manual tracking of outstanding orders
- Easier returns tracking
- Utilize product lines and warehouses for easier inventory management
- Customize invoices results in fewer calls to accounting department

Hear Life. MED-EL's moniker is clear. As a worldwide leader in the development of cochlear implants, MED-EL has set new standards in hearing implant technologies, developing and manufacturing technologically advanced hearing solutions for people with varying degrees of hearing loss. While the devices are produced in Austria, Durham, N.C.-based MED-EL distributes the devices to clinics and hospitals throughout the U.S. and Canada.

FDA Approval Leads to Growth

In August 2001 MED-EL's devices were approved by the Food and Drug Administration. It was during this transition from clinical trial release to full distribution that it became evident a sophisticated accounting and distribution system would be needed. "We had been using QuickBooks and a lot of spreadsheets to manage our business," said Casey Taylor, accounting manager at MED-EL. "The tremendous growth we anticipated by the FDA approval was the impetus to find a better way to track our inventory and manage our business."

MED-EL turned to their CPA community for advice. Through a referral, they were introduced to Business Technology Solutions and Sage MAS 90 ERP. "We liked Sage MAS 90 and knew it would work for us," said Casey. "Even better though was that we found Business Technology Solutions. We liked that they were local and that they were experts on distribution systems." This expertise came in handy during the implementation as Business Technology Solutions guided MED-EL through setting up warehouses and product lines for easier inventory tracking.

System Implementation and Training

Business Technology Solutions' team of consultants went to work on MED-EL's implementation. Data such as customer and vendor lists, open invoices and payments, was converted from QuickBooks to Sage MAS 90 to maintain history. A new chart of accounts was set up along with a complete inventory and return system. Business Technology Solutions also provided the staff at MED-EL hands-on training.

Unique Order Processing Requirements

As a provider of medical equipment, MED-EL has some unique ways of processing. For example, they bill their clients, which are clinics or hospitals, as well as their patients. Sage MAS 90 helps them account for this billing accurately. Additionally, Business Technology Solutions designed forms with specific information that MED-EL's customers needed in order to be processed for payment.



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Since MED-EL's devices are surgically implanted, several devices are sent to the clinic for each patient. Often times it is not until the patient is under anesthesia that the surgeon will know which device to implant. "We have to keep up with what inventory has been sent to which clinic, then ultimately which device was implanted in the patient," said Casey. "We have to make sure we receive back the devices that were not used."

Business Technology Solutions recommended using the Return Merchandise Authorization (RMA) module to track returns and running the Open Sales Orders and Open RMAs Reports to see what is outstanding each month. "It used to take me 15 hours to reconcile inventory with my general ledger liability account each month," said Casey. "Now it takes two hours."

Each cochlear device has an internal and external component. The internal component is implanted first, and then a few weeks later the external component is shipped to the patient. "I would keep a manual list of names as to who we owed external components to," said Casey.

"Business Technology Solutions suggested using sales order kits to keep track of this information and eliminate my manual notes. It works great."

Value of Business Technology Relationship

Through regular client communications from Business Technology Solutions such as newsletters and webinars, MED-EL keeps up with the latest Sage MAS 90 information. "I also like their account manager program. We have someone who we can talk to for non-technical needs," said Casey. "Their entire staff is friendly and willing to help."

"When we call for support, we like that they use desktop streaming to look at our system immediately, which helps to solve our problem quickly. We appreciate that they take the time to learn about our business and offer helpful suggestions so we can be more productive."

"We would not be where we are today without Business Technology Solutions," said Casey. "We know they are always thinking of ways to make our jobs easier."

"Business Technology Solutions does not just come out and do the work for you. They teach you what they are doing so we can learn and be more self sufficient."

— Casey Taylor,
Accounting Manager



hear **LIFE**

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