Case Study: Marchese – Keeping you in good health with Pronto Software

PRONTO Software

As a trusted provider of medical supplies for home care nursing services in Ontario, Canada, Marchese Health Care needed to manage a growing number of relationships with partners and customers to ensure that the essential medical products it supplies get to its customers at home, when they need it.

As Marchese had grown from 20 staff to 105 staff over 10 years, it had outgrown its disparate software environment, with finance, accounting, inventory, purchasing and sales spread across a number of systems.

According to Finance and Information Services Director Ross Kearns, having multiple points for entering data across the inventory and accounting systems meant the company was often duplicating customer and order information.

"The biggest driver was being able to have visibility across the company," said Kearns. "We wanted to be able to achieve the functions we were doing in the old system, all combined."

The company identified its key criteria for the new system as:

- All systems fully integrated with no third party interfaces;
- Flexible reporting functionality to analyse stock information in real time;
- Highly scalable to accommodate business growth;
- Cost effective, robust and easy to maintain.

Reaching for the future

The company needed to integrate its supplier, customer and warehouse data to ensure its supply chain ran smoothly, with integrated support for inventory management, point of sale (POS) and rental modules to accommodate its retail and rental business.

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>
> Ross Kearns, Finance and Information Services Director

MARCHESE HEALTH CARE

- A medical supplies company for Canada's home care nursing services
- Employs 105 staff across several sites in Ontario, Canada

marchese
your health... our care

It was also essential that the selected solution had the capability to support electronic trade with its suppliers, which was a growing part of Marchese's business. After evaluating several products, Marchese chose PRONTO-Xi to facilitate its future growth.

Because home health care services deliver critical products and services, Marchese was very cautious about appointing a partner to build an ERP system which would support those transactions.

"Both Pronto and BSA Inc, our local PRONTO-Xi reseller impressed me with their honest commitment and responsiveness," said Kearns. "The customer service BSA promised has been there every step of the way."

"Now that we've consolidated on the single PRONTO-Xi system, both our sales and financial records are complete. Our objective of having everything on one platform has been met," said Kearns. "Before we were always concerned that something was missing, but now we've gained the assurance that we're capturing everything," he added.

Improved inventory management

By centralising its systems, Marchese now has total visibility across its inventory, reducing its stock holdings while ensuring the ability to guarantee just in time delivery of product.

"Now we can see every order in the system, and everything that's going to one client, which allows us to consolidate their orders and achieve real efficiency," said Kearns.

As a health provider, this was critical, said Kearns. "The last thing you can have is a sick person not getting their medicine. Now we're able to manage inventory so we have the right amount of stock when we need it, and we offer our customers a smoother ordering process."

Productivity gains

By eliminating duplicate customer records and being able to view and consolidate multiple orders from the same customer, Marchese has achieved significant productivity gains.

Previously the accounting department needed to devote a lot of time and resources to reconcile accounting data, and produce reports. PRONTO-Xi has not only boosted productivity, but helped Marchese to deliver more reliable customer service. "Those two gains are huge," said Kearns. "It streamlines the whole process."

The new system also supports Marchese's environmental effort by reducing the amount of material being printed. "Now we can view onscreen reports or processes instead of printing them out," said Kearns.

KEY BENEFITS

- Improved visibility of stock, financial and customer information across the business
- Dramatically improved warehouse operations and stock management system
- Ability to make business decisions in real-time based on accurate information
- Improved online presence and Ecommerce offering

Integrated e-commerce functionality

By using EDI communications in PRONTO-Xi, Marchese can electronically trade with health suppliers, meeting sophisticated trading and communications requirements of partners. It also fully supports the company's expanding online store, which is completely integrated with PRONTO-Xi. The EDI functionality allows Marchese to triage orders, recognise duplicate orders, and flag problems with inventory.

Better decision making

PRONTO-Xi's integration means the company has a 360° visibility of its business, and can make plans based on that data.

"We can monitor and analyse in real time what's happening in terms of sales and stock levels," said Kearns. "This transparency enables us to make much more informed business decisions as well as mitigate risks given we can identify and react to problems more quickly," said Kearns.

Future plans

With the PRONTO-Xi system bedded down, Marchese is looking to move to the planned second phase of the project, which will include evaluating PRONTO-Xi's Advanced Warehousing module, the use of handheld RFID scanners and wireless communications for Marchese's fleet of drivers.

About Pronto Software

Pronto® Software is an international provider of fully integrated Enterprise Management Systems. With more than 30 years of experience, Pronto Software enables over 1,200 customers worldwide to maximise productivity, streamline their supply chains and deliver superior customer service.

PRONTO Software

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