

## CASE STUDY

A cardiovascular device company making interventional products for conditions such as abdominal aortic aneurysms relied on field rep stock to ensure that these devices were readily available for urgent procedures. This actually led to missed opportunities and high inventory costs. Inventory had to be held close to medical facilities, while improving response time and reducing costs. The devices also had to be handled with the utmost care.

### The Challenge

When patients need emergency cardiovascular devices, they are not always stocked in hospitals or medical facilities to be available on a moments notice. Items need to be packaged safely, picked up, shipped and delivered to the designated facility on time within hours, sometimes minutes if the patient's life is in danger.

This company needed a systematic approach to inventory management to reduce costs and ensure that devices were quickly available in emergency situations. It had relied on their own representatives to maintain field stock, however this led to high holding costs and sometimes delays responding to patients. By hiring an outside provider to forward stock inventory and deliver when needed, the company could reduce inventory costs and improve response times.

With patients waiting for aortic intervention, the device needs to be delivered inside the medical facility to the proper person or physician. The critical nature of the equipment requires a specially trained person to handle it appropriately. Delivery partners need to act with professionalism, attention to detail and urgency because they are recognized as the medical device company.

### Our Solution



The company needed an outside vendor specifically trained to handle their unique logistic situation to maintain an organized inventory and deliver crucial cardiovascular devices in emergency time frames. An inventory management system was put in place to control stock, protect the medical devices and provide online visibility. The National Logistics Group became a partner willing to go to the final mile to provide personal service and a customized medical logistics solution.

### Solutions at a Glance

- ISO-certified quality processes support high shipment accuracy—with an on-time delivery rate of more than 99%—for precise inside delivery to the point of use
- The National Logistics Group nationwide network of more than 300 established forward stocking locations ensures your time-sensitive equipment, medical devices and supplies are available on demand nationwide

The company needed an outside vendor specifically trained to handle their unique logistic situation



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# Our Solution

National Logistics Group provided 24/7 customer support to guarantee smooth deliveries and full customer satisfaction. By establishing a direct connection between the client's inventory system and ours and setting par levels of stock for reordering and returns, forward stocking levels were monitored and automatic shipment-tracking updates were sent to the client. Delivery signatures were captured electronically, sent to our transportation management system, and a real-time POD was then generated by the system and sent to the client by email or RSS.

The patients received their specific and crucial cardiovascular devices on time without complications

The patients received their specific and crucial cardiovascular devices on time without complications. The National Logistics Group inventory management and deliveries offered them peace of mind with a difficult logistics challenge. As representatives of the client, our service partners were trained to handle delicate medical devices in time-critical situations. We offered same-day, over the threshold, urgent, on demand services for patients in life-threatening situations.

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[www.nlglogistics.com](http://www.nlglogistics.com)

## Solutions at a Glance

- 24/7 customer support and access to your orders, inventory and shipment tracking data in real-time
- Innovative technology solutions include barcode scanning capabilities, EDI and system integration as well as proof of deliveries (PODs) with signature capture
- All delivery personnel and customer support staff are thoroughly trained and sensitive to client needs to ensure the careful management of inventory and deliveries

# THE RESULTS

National Logistics Group created a customized medical logistics strategy to function in emergency situations with a complicated inventory of cardiovascular devices. The inventory was simplified in a forward stocking location and patients in critical condition received their medical devices on time. National Logistics Group saved countless hours in inventory management and steep labor costs that had incurred from keeping representative field stock.

*"Passing on some great feedback on your capabilities; it saved a surgery, probably a life. Thanks for being flexible and easy to do business with."*

— Customer Service Manager,  
Cardiovascular Device Company

