

CASE STUDY

In order to respond quickly to critical patients, a medical device company specializing in technologies for applications such as aortic intervention, critical care, endoscopy and abdominal surgery, was maintaining redundant consignment and field rep stock. They needed to reduce inventory costs while improving response time.

The Challenge

Timing is crucial to saving lives with these devices. Items need to be packaged safely, picked up, and delivered to the designated facility on time within hours if not minutes.

This global medical device company relied on redundant and excess inventory through the combination of consignment inventory at hospitals and local field rep stock in an attempt to cover west coast patients who could not be reached in time from their Midwest distribution center. Many of these devices were often needed at a moment's notice and required careful storage and handling. They needed a more systematic approach to inventory management that reduced costs and ensured the on time delivery of devices in life-threatening situations.

The valuable and often critical nature of the equipment requires unique training for proper handling. Since patients may be waiting on the operating table, the device needs to be carried into the building and delivered to a specific person. Delivery partners need to act with professionalism, attention to detail and urgency because they are recognized as the device company.

Our Solution



In order to maintain an organized inventory and deliver crucial medical devices in emergency time frames, this company needed an outside vendor specifically trained to handle their unique logistic situation. The National Logistics Group became a partner willing to go to the final mile to provide personal service and a customized medical logistics solution.

The National Logistics group has established a network of over 300 forward stocking locations nationwide, including the desired regions on the west coast. The range and breadth of sites allowed access to major healthcare facilities within minutes, to fulfill emergency needs. An inventory management

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Solutions at a Glance

- ISO-certified quality processes support high shipment accuracy —with an on-time delivery rate of more than 99%— including 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

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Our Solution

system was put in place to control stock, protect the medical devices and improve online visibility.

Our service partners were trained to handle delicate medical devices in time-critical situations

National Logistics Group established par levels of stock for reordering and returns and a direct link was created between their inventory system and ours. Forward stocking levels and shipment tracking updates were automatically sent to the client. The client could manage unused or expired inventory and shrink stock when necessary. Delivery signatures were

captured electronically, and a real time POD was automatically sent to the client by email or RSS. National Logistics Group provided 24/7 customer support to guarantee smooth deliveries and complete customer satisfaction.

As representatives of this medical company, our service partners were trained to handle delicate medical devices in urgent situations. We offered same day, over the threshold, urgent, on demand services for patients in life threatening situations. The patients received their specific and crucial medical devices on time without complications.

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 bar code 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 solution to function in emergency situations with a complicated inventory of medical devices. The inventory was simplified in forward stocking locations and patients in critical condition received their medical devices on time. In fact, a representative of the device company stated,

"Thanks to everyone who helped get life saving grafts to Tacoma this morning. The help from your end was quick and accurate, the phone information was relayed perfectly and the driver was as quick as possible. The patient was actively bleeding abdominally and would have not tolerated even 30 more minutes' delay. Your help is greatly appreciated!"

District Manager – Aortic Intervention

We saved the medical company countless hours in inventory management and steep labor costs that were being incurred through the combination of consignment and Local Field Rep Stock. They could view inventory in real time, in a managed fashion that allowed them to keep track of expiration dates and shrink unused inventory.

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www.nlglogistics.com