



CUSTOMER SUCCESS

MEDICAL FOUNDATION:

AGILAIRE MOVES CHAOS TO PRECISE PERFORMANCE

THE SITUATION

Palo Alto Medical Foundation had 26 different print suppliers in addition to their own in-house print shop, none of whom could communicate with its ERP system; a nonexistent art catalog. They were carrying a large obsolete printed items inventory, and had run out of warehouse space to store new printed material.

A new materials manager was searching for a solution that would modernize print procurement practices, cut costs, create inventory controls and provide efficient and timely distribution of printed material to doctors and support personnel.

THE SOLUTION

Currently the in-house print shop, Agilaire prints and manages the distribution of more than 1600 printed items each year. Through Agilaire, the company can now order items, track order progress and manage inventory through a web-based procurement program that:

- Reduced the number of print vendors from 26 to 1 within the company's existing ERP system.
- Provides a single source for vendor management and a custom online print solution for their entire print catalog.
- Reduced the company's print inventory and overall expenditure by tracking and managing all print purchases.



"Agilaire has been a key strategic partner of Palo Alto Medical Foundation for over 5 years. They took our vendor base from 26 down to 3 and set up an on-line ordering system that facilitates buyer order entry and greatly improves both effectiveness and efficiency within our department. I highly endorse their customer service and support."

- Kara Taylor
Director, Materials Management
Palo Alto Medical Foundation, PA Division