

CASE STUDY:
CryoLife



OVERVIEW

Global medical device manufacturer automates in-hospital consignment inventory management by arming its sales force with Apple iPhones and RFgen Mobile Foundations for SAP.



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SNAPSHOT

INDUSTRY:
Biomedical

ENVIRONMENT:
SAP 7.4

APPLICATIONS:
• Consignment Inventory Management

GOALS ACHIEVED

- 1 Replaced paper-based cycle counts.
- 2 Improved replacement management of expiring products.
- 3 Created traceability for serialized and lot-controlled inventory.
- 4 Enabled cycle counts in English, French or German with the appropriate regional date formats.

“ Sales reps often get into areas of the hospital where they cannot get onto Wi-Fi or their cell coverage does not penetrate the building. Therefore, we needed RFgen to work offline, and it does. ”

- Tim Currie,
Manager, IT, CryoLife

THE CHALLENGE

The CryoLife sales force serves over 550 hospitals and surgical centers. On-X Life Technologies tracked consignment inventory using a paper-based process, but CryoLife wanted a more automated, efficient and accurate system.

“It is common in the mechanical valve industry to maintain consignment inventory on-site in the hospitals and surgical centers where they do

implants. If your valve is not on the shelf, surgeons are going to grab another vendor’s valve,” Currie explained. “Before we implemented RFgen, our sales reps used a very paper-based process. Sales reps would visit the surgical center with a printout and try to check off what was on the shelf versus what was on the paper. Sometimes the inventory information was stale and inaccurate.”

THE SOLUTION

RFgen Mobile Foundations for SAP software is a suite of pre-written, SAP-certified data collection solutions that feature real-time, bi-directional information exchange with your SAP system. RFgen fully supports remote operations, including disconnected scenarios where data is preloaded onto the mobile device and transactions are exchanged with SAP software at a later time. This was important to CryoLife because sales reps often lacked connectivity inside the hospitals.

The solution enables development of online and offline Android®, iOS and Windows® mobile apps and runs on any type of mobile device including consumer-grade devices. This was also important since CryoLife wanted to utilize Apple® iPhones® as a standard mobile device issued to their sales force for this purpose.

Cycle Counts of Consignment Inventory in Off line Mode

Sales reps log onto the system and download inventory information to their iPhone. They can view a list of hospitals in their territory and receive all of the inventory details pertaining to any of those hospitals. After downloading the data, they enter the hospital and scan

everything found in inventory. After scanning is done, RFgen provides a reconciliation screen where reps can resolve any issues while they are at the hospital. Once they select 'submit' and Wi-Fi connectivity is reestablished, RFgen sends the data back to their SAP system for processing.

“ Being able to capture images is a really nice feature that saves our back-end processors time. The processors can use the pictures to answer questions before they have to be asked. It's good objective evidence. ”

- Tim Currie,
Manager, IT, CryoLife

More Efficient Replacement of Expiring Products

During cycle counts, RFgen warns if a product is nearing expiration. The expiration window applied is dynamic and configurable to each product type. On the reconciliation screen, sales reps can leave a comment next to the warned product asking customer service to generate a Return Merchandise Authorization (RMA).

Traceability for Serialized and Lot-Controlled Inventory

CryoLife rolled out RFgen in two phases. The On-X mechanical

valves are serialized, so the first phase was designed to capture serial numbers. Since each serial number is a unique identifier, the quantity inventoried is always one. Other CryoLife products are lot-controlled, so the second phase added the ability to recognize lot-controlled products by their barcodes and then prompt the sales rep to enter quantity. RFgen provides CryoLife with full traceability of its products whether they are serialized or lot-controlled.

Multi-language and Regional Date Formats

CryoLife employs about 70 field sales reps in the U.S., Europe, and South Africa. RFgen supports multiple languages and date formats for global companies, so the sales reps can conduct cycle counts in English, French or German. RFgen also presents the appropriate date format for each region.



ABOUT CRYOLIFE

Founded in 1984, CryoLife is a global biomedical company that manufactures devices used in life-saving surgeries. It was the first biomedical company to specialize in low-temperature preservation of cardiovascular tissue. Among the company's many industry-leading products are mechanical heart valves, cardiac and vascular allografts for adults and children, and BioGlue® surgical adhesive that has been used in more than one million procedures worldwide.