



SureShip & Medical Devices

AIT Business Services Helps Collagen Matrix Optimize Shipping Processes with SureShip Solution

Challenges

Manual Work for Outbound Shipments

The shipping team needed to do a lot of manual work to organize and manage outbound shipments. This left the team overwhelmed at times.

No Visibility of Tracking Information

Customer service lacked visibility of tracking information, and they were unable to easily communicate with customers about orders.

Integration to Third-Party Shipping

Collagen Matrix still tracked customer shipments manually because of Infor's lack of direct integration to third-party shipping applications like FedEx and UPS.

Cost Transparency & Billing Issues

The accounting team was frustrated because they didn't have freight cost information necessary for billing, which created a strain on internal resources.

OVERVIEW

AIT Business Services has partnered with Collagen Matrix, Inc. to implement new SureShip software to help improve their shipping processes, while also meeting FDA guidelines. Collagen Matrix, Inc. is a biomedical device manufacturer used for tissue, bone repair, and regeneration. The FDA requires biomedical device manufacturers to keep detailed records of the manufacturing and distribution process in order to meet compliance requirements. It was important for Collagen Matrix to meet these guidelines while simultaneously addressing their inefficiencies with outbound shipping, tracking, and billing. With AIT's expertise and hands-on approach, they were able to meet the unique challenges of this project and produce tangible results that helped reduce manual workload and streamline shipping procedures.

FINDING THE RIGHT SOLUTION

The Collagen Matrix team attended the Infor Syteline User Network (SUN) Annual Conference in search of a solution to streamline their manual processes. Marc Gelefsky, Manager of IT and Amria Mohamed, Business Analyst and ERP Supervisor from Collagen Matrix had the opportunity to see a demo of AIT's SureShip. They immediately knew this would be the right solution for them.

IMPLEMENTATION PROCESS

It took about six months for the new SureShip software to go live from start to finish. Development was completed and pilot servers were set up in preparation for the launch during this time. While they ran into normal challenges, the AIT team did a fantastic job supporting the go-live and providing hands-on assistance for a successful implementation.

Case Study: AIT SureShip and Collagen Matrix

Critical Success Factors

Personalized Traceability

The personalization included the addition of traceability of specific data that is maintained through audit logging and electronic signatures. This also included a function to generate this information for regulatory auditors who may request records.

Lot Management in Picking

Collagen added a feature allowing the system to pick only the lot numbers that apply to the current item and creating reports to present the information in an easy-to-read format that customers and employees would recognize.

Weekly Calls & Onsite Training

The team at AIT made themselves available for weekly calls, helping Collagen Matrix identify potential roadblocks and determine what decisions needed to be made. Their team agreed that implementing SureShip was the best deployment they have experienced.

For more Information:

Contact us: SureShip@aitbusiness.com
Visit us: www.aitbusiness.com



IMPROVEMENTS

Using the SureShip software, Collagen Matrix can now pre-pick lots ahead of time and save them in a suspended state until they are ready to ship. The company's old system did not allow for this functionality.

Allowing the shipping team to pre-pick inventory on lighter days has reduced the overall workload for the team. SureShip has also automated customer invoicing. Previously, responding to customer requests could take 30-60 minutes.

RESULTS

Overall, SureShip has increased productivity and improved the credibility of their ERP system. The shipping functions are now in one, easy-to-manage system. These improvements have provided great visibility and optimization for Collagen Matrix employees, customers, and shippers alike.

- ✓ SureShip's tracking feature has made it easy to link a tracking number back to an order.
- ✓ The customer service team can now auto-notify customers with order information.
- ✓ SureShip also provides real-time information on the status of a shipment.

“They are extremely responsive as a company and take a genuine interest in our business and satisfaction.”

Marc Gelefsky

Business Analyst, Collagen Matrix