Excelsior Medical Group, Bestchain Healthtaiwan Co., Ltd
Medical Logistics Company

As a medical logistics company of a major pharmaceutical distributor in Taiwan, Bestchain Healthtaiwan must keep the medical supplies on the move, as many people's health depends on it. Excelsior Medical Group distributes dialysis equipment medical supplies and consumables throughout Taiwan and depends on the medical logistics division to bring their much-needed products to market from the 65 domestics distribution centres, spanning more than 300 thousand square metres of warehouse space throughout the nation.

Excelsior count on Bestchain to provide safe, efficient and quality healthcare services to their patients in some of the largest hospitals and more than 75,000 medical facilities in Taiwan. The dynamic and growing demand of medical supplies creates an ever-growing number of products for Bestchain to distribute. Bestchain understands the need to make most effective use of space to manage a large number of SKUs and in relatively limited distribution facilities.

Specialising in warehousing and distribution services, Bestchain needs to ensure that the right goods are delivered to the right customer at the right time. Bestchain has dedicated resources to ensure the shipment accuracy and timeliness, as well as the adoption of best practices in the operation. However with the ever increasing number of SKU and delivery points, Bestchain recognised the need to harnessed the benefits of Symphony WMS to better manage its x warehouses, x fleets of lorries, its workforce and its orders.

The Challenge

As the demand on healthcare and medical supplies grows, the environment that Bestchain operates in becomes more complex with the challenge to manage more SKUs and to service more facilities. Without the tools to track and optimize shipments orders, Bestchain faces the inevitable inaccuracies and inefficiencies with the heavy reliance on manpower, with the lack of visibility and analytics the company also faced the unavoidable order shortage as a result. Infrastructure constrains such as relatively limited distribution facilities and resource constraints such as fleet size and manpower, caused Bestchain to recognize the need to optimize their warehouse and distribution processes to meet the growing demands of their customers.

The Solution

Symphony WMS enabled Bestchain to increase it picking efficiency by as much as 20% overall and at 37% in some facilities. All facilities using Symphony WMS reported a boost in productivity of operations, reduce operational costs and result in faster, accurate deliveries and greater throughput of orders per day. The increased efficiency translated to improved customer service at many medical facilities with hospital and pharmacies benefiting from the order accuracy and timeliness.

The Result

In terms of operations, Symphony WMS has revolutionised the business. Orders are now fully automated, reducing errors; data entry needs to be done only once, reducing time spent in the shipping preparation and inventory monitoring processes; and staff are freed up to spend time on more mission critical areas of the business. The Symphony platform enables Bestchain to manage over 30 products product principles to render seamless medical logistics and supply chain fulfilment for 4,500 customers for their 7,500 physical hospitals and medical facilities throughout Taiwan.

Items for delivery are now easily traced in the warehouse using barcode-scanning devices and inventory control is fully automated, making inventory management more cost efficient and freeing up warehouse space in the process.

The business can now measure its productivity with the aid of business analytics application that analyses the data form the operation. Moreover the operations can monitor the operations with real-time operational dashboards and over 100 standard reports, allowing the company to track KPIs in all aspects of its business operations.

The integrated Symphony Mobility Module allows Bestchain field operators to print shipment barcodes on the go and close each delivery job electronically using the associated app tablets. Bestchain can therefore track the completion of each delivery and allocate its field resources to other deliveries as needed for greater efficiency and customer service.

In short, Symphony WMS has exponentially increased business productivity for Bestchain.

Boon Software

More information about Symphony installation and user base is available at
http://www.boonsoftware.com/clients