



COMPANY OVERVIEW

Boston Scientific

A multi billion dollar medical device manufacturer that manufactures medical supplies used in minimally invasive surgical procedures. Its products are used to diagnose and treat conditions in a variety of medical fields, including cardiology, gynecology, oncology, radiology, urology, and vascular surgery. Products include catheters, surgical grafts, coronary and ureteral stents, polypectomy snares, and lithotripsy devices. The company markets in some 70 countries worldwide, primarily through its own direct sales staff.

RGIS

RGIS is the largest and most reliable provider of inventory management services in the world. With more than 400 offices and over 40,000 highly-trained employees, RGIS offers neighborhood service coupled with international coverage. Decades of experience, unparalleled quality control processes, cutting-edge proprietary technology, superior training and an obsession with accuracy, lead more businesses to choose RGIS for their inventory counts than any other inventory company in the world. Since 1958, RGIS has performed over 4 million inventory audits, meticulously counting more than 400 billion items. Whether it is for a single-location business or the largest retailer in the world, RGIS performs retail, warehouse, distribution, and specialty inventory audits throughout North America, South America and Europe.



■ PROBLEM

Context

Through recent acquisitions, the company had grown to thousands of field reps who service physicians with these critical care components. These devices are not only valuable, but it is crucial that the company knows where the devices are located; should critical patients need them implanted with urgency. Accurate deployment of these life giving devices could mean life or death to a sick or dying patient.

The in house program of tracking the devices had become ineffective due to field rep unresponsiveness, inability to capture the data accurately in a consistent format over a manageable timeframe, and a variety of pre-existing business practices from the now consolidated company. Field reps were on call for critical care issues, and needed to stay focused on delivery of service to surgeons. Each of the thousands of field reps could have multiple stocking locations at local hospitals, clean rooms, doctors' offices and storage areas. Stocking locations sometimes crossed state boundaries and product was transferred from location to location; and representative to representative daily. Attempts to conduct large scale audits had met with incomplete and invalid data.

■ SOLUTION

The RGIS Process

On an urgent basis, RGIS developed custom data capture programs that validated the rep number and stocking location to the data captured. The item numbers of the devices were validated at the point of entry which ensured any mis-encoded devices were discovered at the time of the inventory; not upon reconciliation. The program was also designed to capture representative business practice compliance data at the time of the audit. This provided actionable data to change behavior to comply with client company policy.

RGIS utilized its existing network of highly trained medical inventory specialists, and designed a certification program for the specialist's specific to the client needs. After certifying the network of employees, each rep had all locations audited over the course of 5 days. A process that had previously taken months with poor accuracy and no compliance data collection; had been consolidated into a 5 day period delivering accurate data validated on several levels. Audits were scheduled through a single point of contact, conducted with results posted in a consistent format on a secure server. Compliance data for each audit was posted separately on the same server delivering actionable information to allow the customer to process improved daily business practices across its distributed network of reps.

The client actually recovered devices previously written off as lost that actually more than paid for the cost of service.



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