Increasing Visibility and Accuracy Throughout the Product Lifecycle

Complex manual business processes made meeting stringent regulatory requirements difficult for Mentor Worldwide LLC, a leading supplier of saline and silicone breast implants and other products for the global aesthetic medicine market.

The company's implant products are Class I, Class II and Class III medical devices tracked to comply with U.S. Food and Drug Administration (FDA) regulations. Mentor documents the movement of each implant through a complex consignment sales process to the doctor who uses it.

The Challenge

Mentor needed an automated data capture solution that would easily integrate with their installation of JD Edwards EnterpriseOne to generate serialized labeling, automate complex manual processes and meet rigorous validation requirements. That's why Mentor chose DSI® to optimize their business processes.

The Solution

DSI provided pre-built applications for accurately tracking inventory, assets and time using RFID and barcode technology, as well as pre-built integration with JD Edwards to provide access to real-time data.

"The DSI applications we use have been validated and documented," said Fred Schulte, IT Manager for Manufacturing and Distribution, Mentor Worldwide LLC. "DSI saved us many hours of effort in fulfilling this requirement."

DSI's codeless, rapid development platform enabled project managers to quickly tailor the pre-built mobile apps to meet Mentor's unique business requirements and allowed Mentor staff to easily modify and enhance apps as needed. DSI provided Mentor the self-sufficiency to meet their current and future needs.

DSI mobile apps generate unique, non-repeating serial numbers for the product classes that require them. "The unique serial number enables us to access the products entire history. It is linked to data in our enterprise application that enables us to track a number of variables, from sterilization date and lot number

Highlights

- Optimal positioning for global business processes

- Pre-built applications for accurately tracking inventory, assets and time

- Easily modified solution for unique business requirements

- Customer self-sufficiency to meet current and future needs

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— FRED SCHULTE, IT MANAGER FOR MANUFACTURING AND DISTRIBUTION, MENTOR

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to consignment, sales and billing history," Schulte said.

DSI® automated transaction processes in Mentor's consignment sales channel. "Consignment inventory isn't invoiced until it is used. Automating manual processes simplifies our tracking and billing processes," Schulte said. "Now we can bill more quickly and accurately." In addition to requirements for product labeling and tracking certain products, Mentor must also validate software and apps with extensive documentation. DSI preserved Mentor's investment in an existing labeling system and more than 500 templates, which helped Mentor simplify validation of the labeling system.

The Results

The DSI Platform's Unicode functionality positions Mentor to use common business processes and serial number functionality in all its locations worldwide, regardless of users' preferred language. "Barcode scans of the serial number using DSI are critical to our ability to streamline many of our in-house business processes," Schulte said. By preserving existing label templates and therefore simplifying the validation of the labeling system, Mentor saved many hours of effort in maintaining regulatory compliance which has helped increase productivity and improve processes.

Their productivity has increased so much so that tasks that previously took about 15 minutes when processed manually now only take about 3 minutes. Mentor can process returns and issue invoices in a shorter period of time too. All of this has enabled Mentor to reassign six full-time employees in its consignment bill department, and one full-time employee in returns. Overall, Mentor is very pleased with the solution DSI provided.

Challenges

- Complex manual business processes
- Stringent regulatory requirements
- Documentation of movement of all inventory
- Integrating new system and old system
- Generation of unique serialized labeling

Results

- Ability to complete tasks five times faster with automation
- More efficient returns processing
- Improved cash flow
- Maintained regulatory compliance
- Reduced labor expenses from seven full-time employee reassignments

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