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TRIVITRON HEALTHCARE DEPLOYS RAMCO ERP TO ENSURE ITS INTERNAL PROCESSES REMAIN IN THE PINK OF HEALTH

Company Name : Trivitron Healthcare
Headquarters : Chennai, Tamil Nadu, India
Industry : Healthcare
Website : www.trivitron.com

Trivitron was incorporated in 1997 to provide the vital link between healthcare and technology and to ensure that the world's best medical technologies became accessible to Indian healthcare professionals. Since its inception, Trivitron has made rapid progress in the Indian healthcare industry, reaching customers all across the country through its diversified presence across various specialties and product segments. In fact, there is a Trivitron product installed in almost every renowned hospital in the country.

Today, Trivitron is the largest Medical Technology Company of Indian origin and one amongst the Top 10 Medical Technology companies operating in India. Within a short span of just 9 years, the company's annual turnover has grown to Rs.1.1 billion (USD 23 million) with a strength of 300 dedicated employees in India and abroad.

BUSINESS CHALLENGES

Integrating multi-branch, multi-location and multi-specialty businesses to meet corporate goals

Trivitron has been growing rapidly and has quickly established a strong network of 18 offices and over 100 distributors offering sales and service solutions across the sub-continent and neighboring countries. It has further plans to reach out to several other countries as well in a short period of time.

On the business front, it specializes in delivering products and solutions in numerous areas of healthcare and medicine. The company has broadly classified itself into 6 core business divisions including Diagnostics Division, Imaging Division, Renal Care Division, Critical Care & Neurology, Surgical Technologies and Trivitech Healthcare. These divisions, though functionally independent, form an integral part of the company and are governed by the broad guidelines, values and principles of the corporate brand.

To successfully run such a complex and awe-inspiring business scenario, Trivitron needed full support from its business process systems, infrastructure and human resources. The company especially needed a streamlined and integrated Supply Chain Management system to provide the much needed difference.

The main challenge lay in the lack of such a system. Old disparate systems and manual processes greatly hampered its progress. Needless to say, this was leading to inefficient resource utilization, poor productivity and cost overruns, besides increasing time and efforts. Most importantly, decisions were being made on assumptions and not on facts.

Trivitron was aware that it was time to leave behind its old systems and processes and look forward to a new and sophisticated technology. This would be no easy task; in spite of a scenario where there are several choices, Trivitron was particular in choosing the best-fit solution that would squarely address their unique challenges and yet be scalable, flexible and 'future ready'.

RAMCO ERP

The search for the right technology and the selection of Ramco ERP

Trivitron runs a healthcare business, which provides highly advanced technical solutions to its customers. As a strong believer in the change a right technology can bring about, they evaluated several software solutions before finalizing upon Ramco.

Ramco's expertise in healthcare, its innovative technology architecture Ramco VirtualWorks® which forms the backbone of most of its solutions, its approach and its implementation methodologies were attractive aspects. More importantly, its array of readily available technical components as well as the business process elements that combined to make composable applications a reality, added merit to Ramco.

The deployment

From the beginning, Ramco closely worked with Trivitron and identified the opportunities and challenges that could be met by deploying Ramco's solution. With these factors identified and extensive due diligence completed, Ramco delivered its Ramco ERP for Healthcare — a highly sophisticated, web-architected, integrated online system.

As expected by Trivitron, the solution came with inbuilt security and authentication processes for every level of access, along with multiple levels of authorization for process handling capability.

Further, it provided a salient feature, ECM (Enterprise Content Management), along with the ERP. This helped to incorporate the process flow and content management. The ECM feature addressed all the related 'input' and 'output' processes that were paper dependant. The best part was the seamless integration of the ECM with the ERP.

Ramco ERP is an advanced ERP built on an evergreen technology, Ramco VirtualWorks® that enables solutions to remain relevant for years to come.

Ramco ERP at the helm

The ERP has integrated all key business processes of Trivitron, including components of their SCM such as Inventory, Procurement, Sales and Shipping. It has also helped to integrate other support functions like Finance, Import, and HR.Such seamless integration has enabled Trivitron to streamline the entire process workflow, trace and track status of any operation or process at any given point of time, unearth critical insights that could have been ignored and reduce time and effort.

With the help of Ramco ERP, Trivitron has been managing its purchase processes comprehensively and has enhanced supplier relationships. The ERP has enabled the company to support normal, capital, consignment and dropship types of procurement, besides managing multiple goods receipt for a PO, purchase budgeting & control, supplier performance ratings, VMI & Consignment Purchase, and handling complex sub-contracting processes.

Its Inventory Management has been controlled and streamlined effectively. The ERP has enabled them to achieve high inventory visibility across the supply chain, and to take quick, accurate decisions. The solution has been enabling multiple UOM, various locations, lot and serial tracking, attribute management, item planning by reorder level, aging inventory tracking and on-time stock valuation.

Dealer management portal

Trivitron has extended Ramco's ERP access to dealers in order to track stock movement and ensure quick replenishment, thereby increasing customer service level.On the sales and shipping front, Trivitron has seen a major leap after Ramco ERP's deployment. The system has helped the company in seeing high returns through efficient sales processes from prospecting to collection and after-sales support. At the same time, it can manage global business easily with multi-currency and multi-country support.

Trivitron can also record customer information, project sales forecasts, manage the ordering process, configure products to customer specifications, manage complex pricing mechanisms and finally, ship the product to the customer. Similarly, the entire HR and Finance function, as well as processes related to statutory requirements, have been automated and streamlined. This helps the company to increase its efficiency, reduce time and effort and augment productivity.

CAN RAMCO DO IT FOR YOU?

Of course it can! To find out more on how RAMCO can be stretched (or shrunk) to answer your need, call **1800 425 6667.**

QUICK FACTS

CHALLENGES & OPPORTUNITIES

- Integrating multi-branch, multi-location and multi-specialty businesses
- Streamlining the entire SCM process
- Managing cash outflow and inflow
- Meeting statutory requirements diligently
- Unearthing actionable insights to pursue their quest in innovation

IMPLEMENTATION HIGHLIGHTS

- A thorough and quick assessment of existing systems and policies undertaken by Ramco experts
- After due diligence, the go-live was very quick
- Focused on effective change management

OBJECTIVES

- To deploy a powerful, sophisticated technology that can comprehensively address the challenges faced
- Technology to be proven, cost-effective and quickly deployable
- Leverage technology to be 'future-ready'

EXISTING ENVIRONMENT

Tally and manual processes

BENEFITS

- Being on course with growth plans, and remaining innovative as a powerful ERP with power-packed functionalities
- Seamless integration across various business processes, leading to several business benefits such as increased efficiency and productivity, which in turn enhances profitability
- Effective Supply Chain Management, leading to greater purchases, optimum inventory monitoring and control, and effective sales.

WHY RAMCO ENTERPRISE SERIES

- Expertise in the Healthcare Industry
- Integrated, end-to-end, off-the-shelf solution array
- Innovative solution building capability, powered by Ramco VirtualWorks®
- Impressive commitment levels and approach
- Strong references

Global office locations:

India

Corporate Office

Ramco Systems Ltd.
64, Sardar Patel Road
Taramani, Chennai - 600 113, India
Tel: +91 44 2235 4510 / 3090 4000
Toll-free: +1800 425 6667
e-mail: contactramco@ramco.com

North America

Ramco Systems Corp.
Crossroads Corporate Center
3150, Brunswick Pike, Suite 130
Lawrenceville, NJ 08648
Tel: +1 609 620 4800
Fax: +1 609 620 4860
Toll-free: +1 800 472 6261
e-mail: info-us@ramco.com

Canada

Ramco Systems Canada Inc.
World Exchange Plaza
45, O"Connor St., Suite 1150
Ottawa, Ontario, Canada. K1P 1A4
e-mail: info-us@ramco.com

Europe

Switzerland
Ramco Systems Ltd.
Lange Gasse 90, Postfach
CH - 4020, Basel
Switzerland
Tel: +41 61 205 2525/2509
Fax: +41 61 205 2590
e-mail: info@ramco.ch

United Kingdom
Ramco Systems Ltd.
Exchange House
494, Midsummer Boulevard
Central Milton Keynes MK9 2EA
United Kingdom
Tel: +44 1908 255 989
Fax: +44 1908 255 589
Mobile: +78 81911231

Germany
Ramco Systems Ltd.
Lyoner Strasse 14 60528
Frankfurt am Main Germany
Tel: +49 069 6655 4485
Fax: +49 069 6655 4100

South Africa

RSL Enterprise Solutions (Pty) Ltd.
No. 5, Walnut Road
2nd Floor, SmartXchange Building
PO No. 1228, Durban - 4000
South Africa
Tel: +27 31 304 0911, 0918, 0928
Fax: +27 31 304 3499

ASEAN

Malaysia
Ramco Systems Sdn Bhd
3 B – 15 - 7, Level 15 Block 3 B
Plaza Sentral, Jalan Stesen Sentral 5
Kuala Lumpur 50470
Tel: +603 2260 3978 / 4978
Fax: +6 03 2260 1978

Singapore
Ramco Systems Pte. Ltd.
10, Eunos Road 8
#13-06, Singapore Post Centre
Singapore - 408 600
Tel: +65 6743 1513
Fax: +65 6743 1514

Middle East & North Africa

Dubai
Ramco Systems Ltd.
Suite 205, 2nd Floor, BT Building
EIB-4, Dubai Internet City
PO Box 500235, Dubai, UAE
Tel: +971 4 3636784
Fax: +971 4 3636785

Dubai
Ramco Systems FZ LLC.
Office No.111, Building No. EIB-04
Dubai Internet City, Dubai

Sudan
RSL Software Company Limited
House number 306, Second Floor
Block 21, Riyadh, Khartoum, Sudan

Contact Office

Abu Dhabi
Ramco Systems Ltd.
CERT Technology Park
Block D - 15, Muroor Road
Al Saada Street Junction
PO Box 37973
Abu Dhabi, UAE
Tel: +971 2 4048642
Fax: +971 2 4462050

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For more information, you can e-mail us at contact@ramco.com or visit us at www.ramco.com

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