



Savantis

is an SAP Solutions Provider focused on ensuring our customers (mid-sized companies) use the tools available to large companies to become large companies.

Our Mission is to become true partners with our customers and team members, being focused on the same objectives that they are focused on - efficiency and competitiveness.

No matter where you are in the SAP lifecycle, we can offer you value-added capabilities.



Joerns Customer Success Story

Excellence and innovation for over 100 years

Overview

Joerns stands at the forefront of healthcare innovation, providing full-service solutions that continue to redefine how care is delivered. Focused on improving patient and caregiver experiences, they place their well-being at the center of everything they do. Joerns provides cutting edge health-care solutions such as manufacturing beds, furnishings, repositioning equipment, and wound management products for the long-term care industry, including hospitals and nursing homes. Joerns sells and rents its products. They also offer design and equipment services throughout the US, Canada, the UK (through its Oxford division), and the Netherlands.

A Step-By-Step Process

Joerns is a company that values People, with a tradition of caring. What sets them apart is their passion for excellence in everything they do. Their culture of "Never Say No" establishes a requirement to find solutions to problems. Joerns promises to deliver products to most places in the United States within 4 hours or less. With their business rapidly growing and with an increased need to simplify their processes, improve service operations and enable efficiencies, Joerns realized they needed to innovate with the right partner and technology to manage and improve this unique business model.

Key Business Drivers

Asset tagging and procurement were aligned with the company's overall strategy - to enable better customer service and enable growth.

We have a Service for that:

DELIVER – Value
SAP Implementation with complete solution offerings in the areas of SAP for Retail and Wholesale, HANA, Mobility, Netweaver Identity Management, Rental and other point solutions

ENABLE – Capability
Capability Design & Build, Training & Education

SUPPORT – Embedded
through SAP's world-class AMS, hosting and functional support models



Joerns needed to enact several process changes centered on three principles. The first principle was achieving a step-by-step process for ease of use of their applications, dividing all work flow into one atomic work unit per screen to provide a guided process, allowing users to handle one step, decision or exception at a time. The second principle was enhanced customer service through mobile technology which allows Joerns technicians to perform customer service tasks while in-transit to customers, or onsite. The final principle was flexibility of the system which provides technicians with the ability to perform work tasks away from the network.

Project Goals

- A Mobility solution fully integrated into SAP
- Automating serialized inventory
- Ability to procure in SAP and to create Purchase Requisitions via Mobility
- Ability to use SAP standard goods movement

Challenges & Opportunities

- Scalability
- Ease of use – wherever the technician is
- Control – commensurate with medical equipment
- Mobility access
- Offline capability

SAP ECC Software:

- Finance/Controlling
- Material Management
- Inventory Management
- SAP Variant Configuration
- In scope mobile device integration
- SAP Process Integration
- Mobile Software, including:
 - Purchase requests in the field
 - Goods receiving,
 - Tagging with existing tags

After reviewing various different alternatives, Joerns decided to partner with Savantis and SAP. Center to this decision was the fact that Savantis specialized in designing and delivering innovative technology solutions powered by SAP and had recently launched an Equipment Rental solution based on standard SAP.

Approach

Savantis's approach to this project was to group the company's vision into several distinct project phases. These phases were then broken down into two main steps - prototyping and implementation. The implementation process followed the normal project management process, including testing, change management, and training. No single phase during the implementation process was longer than 10 weeks. This allowed Savantis to ensure they completed the project on time and with minimal interruption to Joerns.

Results

Working closely with Savantis, Joerns went live in December 2012 as scheduled with minimal interruption to their business. The project goals were achieved by sunsetting certain systems, by focusing on the core enterprise investment of SAP and innovations by Savantis on Rental processes, and by utilizing a platform independent mobile option (BYOD).

Benefits

- Enable better customer service
- Ensure Scalability & Visibility
- Complete Serialization
- Use of Tablet and Smartphone to run the system
- Digital Signature capability
- Nearly paperless system
- Status tracking and alerts throughout every process

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