



Driving Visibility and Accelerating Profits for Medical Equipment Companies

Medical equipment provides the visibility, intelligence and, often, automation needed to effectively diagnose, prevent and treat patient conditions. Interestingly, some of the biggest challenges facing medical equipment providers—high costs, lost revenue and low customer satisfaction—stem from a lack of these same capabilities in their post-sales operations.

For many medical equipment companies, these challenges are extremely daunting and only getting more so in the face of increasing system and process fragmentation brought on by M&As; complexities with reimbursement, asset recovery and customer experience; and limited corporate resources available to manage excessively manual service supply chain operations.

The OnProcess Rx

As a managed services provider specializing in post-sales supply chain services since 1998, OnProcess Technology has a nuanced understanding of the challenges facing medical equipment companies and a strong record of overcoming them.

By applying our technology-driven processes, advanced analytics and domain expertise, we transform your entire service supply chain into a completely transparent, efficient and unified operation. You'll be able to dramatically improve both top and bottom lines, and deliver exceptional customer experiences.



Capture lost revenue

By surfacing and improving contract compliance, we enable you to capture lost revenue. For instance, one of our clients realized more than \$2.3 million from revenue generation and equipment returns.

Accelerate reimbursements for home medical equipment

By increasing the speed of onboarding customers and managing compliance, OnProcess clients have driven over \$4 million in annual revenue recognition.

Lower costs

By building a more efficient depot network and driving automation into dispatch processes and integration with 3PLs, providers of medical equipment, life sciences and DME/HME often reduce operational costs by up to 35% or more.

Improve SLAs

OnProcess helps reduce Mean Time to Repair and ensure, for example, that service technicians' data is automatically uploaded as soon as they leave the confines of the hospital. Like one of our medical equipment clients, you may be able to decrease tech admin time by 20% and boost inventory returns by an average of six days.

Effectively handle known and unforeseen supply chain issues

For instance, an OnProcess client leveraged our analytics capabilities to reduce transportation costs by more than \$20 million.



OnProcess Managed Services for Medical Equipment Companies

Revenue Enablement: We proactively reach out to your customers to fix broken orders, assist with product/account activation and educate customers in order to minimize remorse returns and increase cross-selling.

Proactive Customer Education Triage/Customer Support: We improve the customer experience at every point of interaction and ensure the right service for the right contract. From managing entitlement to using remote monitoring and IoT-enabled technology to provide proactive and preventive support, we cover all the bases.

Service Fulfillment: We manage the dispatch of parts and technicians to optimize service networks and inventory, and rapidly close out service events, meet SLAs, and improve customer satisfaction ratings.

Reverse Logistics: We facilitate, track and expedite the return and replacement of valuable assets from the field or customer, and the movement of defective parts through the repair channel and into inventory.

Transportation Order Management: We manage everything from shipment transportation and dispatch, to tracking in transit, carrier onboarding and invoicing, and customer billing, as well as transportation logistics helpdesk.

To find out how OnProcess can help you boost supply chain profitability and visibility, contact us at sales@onprocess.com, 508-623-0810 or visit www.onprocess.com.