



**CASE STUDY**

OnProcess  
Transforms  
Service Delivery,  
**Saves Millions**  
with Centralized  
Processes



**This global provider** of radiation therapy, radiosurgery and brachytherapy equipment used to improve, prolong and save the lives of people with cancer and brain disorders.

## Challenge

Hospitals around the world rely on radiation therapy, radiosurgery and brachytherapy equipment to help improve, prolong and save the lives of people with cancer and brain disorders. Keeping that equipment up and running is of utmost importance. If it goes down, patients' radiation treatment must be rescheduled and, as a result, care gets delayed.

According to Bridie Norman, VP, Elekta Logistics Platform, Elekta, "We're adamant about ensuring our field service engineers have the spare parts they need to quickly and seamlessly repair and update customers' radiation therapy machines."

Elekta had a decentralized, fragmented spare parts order management system. Twenty different business units and multiple order desks served more than 500 field engineers located in over 50 countries worldwide. The challenge was that each desk had its own disparate processes, tools and infrastructure, with little or no visibility across or into them. Although field technicians were able to get the parts their customers needed, this lack of consistency and transparency led to inefficiencies and high costs for Elekta.

## Profile

### Service Area

- ▶ Service Fulfillment

### Service

- ▶ Order Management

### Benefits

- ▶ Enhance customer service and equipment uptime
- ▶ Save close to £2.4 million the first year, £10 million over a threeyear period
- ▶ Improve field engineer productivity
- ▶ Boost field returns rate and velocity
- ▶ Maintain the right levels of inventory
- ▶ Ensure compliance with medical device regulations



“OnProcess’ analytics expertise and OPTvision platform give us the global visibility and insights we need to run an efficient, successful order management program.”

- Bridie Norman, VP, Elekta Logistics Platform, Elekta

## Solution

“We needed to centralize spare parts order management. The question was whether to tackle it in-house or partner with an outsourced company,” said Norman. “Running an end-to-end program ourselves would require significant investment and training as well as an elongated roll out.”

Thus, for the first time in Elekta’s history, the company decided to outsource spare parts order management. Elekta chose OnProcess Technology, a post-sales supply chain managed services firm who would use the best practices they refined over two decades in business to accelerate the program’s implementation, optimize Elekta’s processes and maximize return on investment.

“OnProcess had the expertise, global service delivery centers and ability to ramp up and roll out quickly. Plus, OnProcess’ unique use of advanced analytics and real-time visibility would make it much easier to create a standardized, centralized order management system across all aspects of our service delivery environment in every country,” said Norman.

OnProcess handles everything from Elekta field engineers’ inbound calls to order management to dispatch and asset recovery. It uses OPTvision, OnProcess’ real-time analytics and visibility platform, to streamline processes and ensure Elekta meets SLAs for parts delivery and repair.



“OnProcess quickly transformed a global, fragmented and highly complex order management system into a centralized, streamlined program that improves customer experience while saving us money.”

- Bridie Norman, VP, Elekta Logistics Platform, Elekta



## Results

### Enhance Customer Service

OnProcess' end-to-end visibility and predictive analytics enable order desks to ensure parts get to Elekta field engineers and customers quickly. This helps maximize equipment uptime and helps clinicians improve their patients' lives. In addition, field technicians are kept abreast of order status so they can accurately schedule and communicate about repairs with customers. And, for example, if parts needed for repairs are not available in local Elekta Logistics Platform Stores or warehouses, they can be quickly sourced from other locations that will meet SLA targets.

### Save Money

Elekta expects to save close to £2.4 million the first year and nearly £10 million over a three-year period. This is due to optimized shipping decisions, faster return of good parts from the field, the ability to put those parts back into inventory rather than purchasing new ones and reduced administrative support.

### Improve Field Engineer Productivity

The centralized service desk tracks outbound shipments and returns and informs engineers of any delays. According to Norman, “Now that engineers don't have to spend so much time on order management administration, they can communicate more proactively with our customers, ensuring a frictionless customer experience.”

### Boost Field Returns Rate and Velocity

The central spares order desk optimizes and simplifies the returns process so engineers can more easily return good parts that have not been used during repairs. This enables Elekta to collect over £500,000 of new, unused spare parts in the most optimal timeframe.

### Maintain the Right Levels of Inventory

“By using predictive analytics and conducting proactive outreach to field engineers for targeted parts returns, OnProcess enables us to reduce inventory in the field and ensures that the parts we expect customers to need are back in central inventory locations and available for global sourcing,” said Norman. “Equally important, we reduce grey market leakage.”

### Ensure Compliance

Standardizing the returns process helps ensure compliance with medical device regulations regarding documentation of scrap.