

SYSPRO 8 Enables MEDS to reduce order processing time by 75%



At a Glance

ORGANIZATION

Mission for Essential Drugs and Supplies (MEDS)

REGION

Africa

KEY CHALLENGE

Unintegrated third-party applications

KEY BENEFIT

Increased speed, efficiency, and overall customer satisfaction. Reduced order processing from 4 days to 1 day

INDUSTRY

Pharmaceuticals and Medical Supplies

END USER MARKET

Faith-based organizations, government entities, Community Based organizations and NGOS

SOLUTION

SYSPRO 8



Customer Profile

Established in 1986, Mission for Essential Drugs and Supplies (MEDS) is a faith based, not for profit trust registered with the Head Office in Nairobi, Kenya and a regional branch in Kisumu City in Western Kenya. MEDS offers Supply Chain Services in Warehousing and Distribution of Medicines and Medical Supplies, Quality Assurance and Health Advisory services related to health products & technologies. With over 200 employees, the organization has a countrywide distribution in Kenya, and serves clients beyond Kenya in countries such as South Sudan, Sudan, Somalia, Mali, Central Africa Republic and Democratic Republic of Congo among others. MEDS serves Faith based facilities, Non-Governmental Organizations (NGOs), Government entities and Community Based organizations.

The Business Challenge

MEDS business processes were running on various unintegrated third-party applications. This made it time consuming and tedious to get an end-to-end view of all its operations. The organization sought for a solution that could give better control of its operations, simplify its supply chain management, and increase operational efficiency. "Before migrating to SYSPRO ERP, we had SYSPRO Encore software. We were looking for a solution that could integrate all the departmental systems. MEDS goal was to accelerate business activities, processes, competencies and models to fully leverage the changes and opportunities of digital technologies and their impact in a strategic and prioritized way, we also wanted to manage our processes centrally and have control of all our operations especially with suppliers and customers." said Alex Kimondo, ICT Manager, MEDS.

The Outcome

After deploying SYSPRO, MEDS has seen tremendous improvement in collaboration between departments, which has in turn improved efficiency across the organization. It has also gained greater visibility of operations, increasing speed, efficiency and overall customer satisfaction. It is now able to deliver supplies cost effectively. By automating many processes within the supply chain, MEDS has seen employee productivity increase by about 15%.

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SYSPRO 8 has helped reduce the order processing time, allowed our field officers to work remotely, given us more control and visibility of the supply chain and reduced complexities in how we do our financial journals. One of the biggest benefits is the reduction in the number of days it took to process customer orders from 4 days to 1 day. We are still working towards reducing this order process cycle time.

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Alex Kimondo – ICT Manager, MEDS



Optimizing Opportunities to Digitalize the Business with SYSPRO 8

MEDS was among the first organizations in East Africa to deploy SYSPRO. Overtime the organization has grown with SYSPRO from Version 6, Version 7 and now to the latest SYSPRO 8 version. More than 75% of MEDS employees use SYSPRO to conduct their day-to-day activities.

MEDS upgraded to SYSPRO 8 because the previous version was running on two databases, ISAM (Indexed Sequential Access Method) and SQL (Structured Query Language). “We needed a system that could run on one robust, scalable and secure system, the SQL database. It was also important to have a system that adapts to emerging and evolving technologies enabling us to future proof our business. SYSPRO 8 enabled us to have digital transformation, evolve, drive growth and improve overall user experience,” said Kimondo.

SYSPRO's contact management module, a CRM application, has helped MEDS improve the overall customer experience. They can record and track activities against customer contacts and improve service delivery through instant access to all relevant information.

MEDS is also taking advantage of SYSPRO Avanti to enable its marketing team, based in the field, to have access to the internal system and transact while on the go. “With many restrictions placed on businesses by the Covid-19 pandemic, our marketing team has been forced to work remotely. Thanks to SYSPRO Avanti, our operations have not stopped. We have continued to distribute commodities without a hitch since the officers can check available stock or place orders from anywhere, anytime,” said Kimondo.

The organization has also eliminated the challenge of managing capital expenditures using SYSPRO 8 Assets Register solution. MEDS is now able to get up-to-date real-time information on the value of all assets within the organization.

“An additional benefit we have seen with SYSPRO 8 is the seamless customization and integration framework that has enabled information exchange with third-party applications. MEDS has benefited from this feature by easily integrating its Labware application used in the Quality Control Laboratory, the human resources application and the barcoding solution used for order processing in the warehouse,” said Kimondo.

Realizing quantifiable business benefits

“Once we deployed SYSPRO 8, results were immediate while some of them are being realized as we progress. SYSPRO 8 has helped reduce the order processing time, allowed our marketing team to work remotely, given us more control and visibility of the supply chain and reduced complexities doing financial journals. One of the biggest benefits is the reduction in the number of days it took to process customer orders from 4 days to 1 day. We are still working towards reducing this order process cycle time,” said Kimondo

Through overall digitalization of the organization's processes, MEDS has seen operational efficiency go up by about 85%.

“I would definitely recommend SYSPRO 8 because it is a future oriented ERP solution, easy to customize to fit one's business needs, and adaptive to current and evolving technologies” concluded Kimondo.



About SYSPRO

SYSPRO is a leading, global Enterprise Resource Planning (ERP) software provider, specializing in key manufacturing and distribution industries. Our Industry-built solutions and services are designed to make things possible.

SYSPRO's ERP solution empowers customers to take the next step – whether it is expanding into new territories, adding new product lines, transforming business processes, or driving innovation. Through our ERP software, customers gain access to solutions, processes, and tools to assist in the management of data for key business insights and informed decision making. The solution is scalable and can be deployed in the cloud, on-premise, or both, and accessed via the web on any device to provide customers with choice and flexibility.

As a trusted advisor, SYSPRO remains focused on the success of partners and customers. With a strong commitment to channel partner growth, SYSPRO customers are backed by a team of global experts that drive maximum value out of IT systems and business solutions. We are committed to addressing the unique needs of our customers, enabling them to easily adapt and remain resilient. Our evolving solutions are aligned with industry trends and leverage emerging technologies that will enable partners and customers to secure a digital future and to gain a competitive advantage.

Learn more about SYSPRO's solutions for Pharmaceuticals and Medical Supplies industries. [Click here](#) or contact us on info@za.syspro.com