



SOLUTION BRIEF

Customer Profile

Renal Advantage is the fourth largest supplier of dialysis services in the nation and operates over 135 centers.

Business Situation

Renal Advantage needed a solution to centralize the management of their supply chain and inventory for their growing number of dialysis centers.

Solution

- > Microsoft Dynamics SL with Supply Chain Management
- > ePartners Customization Services

Business Benefits

- > Trimmed numerous hours of manual accounting
- > Better ability to report and negotiate with vendors
- > Standardized products used in dialysis centers

Industry

Health care

ePartners Success Story

Renal Advantage Controls Inventory and Growth with Dynamics SL



Imagine counting and ordering medical supplies for 73 dialysis centers across the country. What could be a daunting task for Renal Advantage is not a problem, says Angela Newman, VP of Supply Chain at Renal Advantage.

Renal Advantage Inc. (RAI) is a Brentwood, Tennessee based provider of outpatient dialysis services. Founded by veteran health care executives, they currently operate more than 135 freestanding renal dialysis centers and are the fourth largest provider in the U.S.

When a plan comes together:

Renal Advantage chose Dynamics SL in the fall of 2005 and began implementation of core financials (general ledger, accounts payables, etc). It was about a year later that the company was ready to begin implementing an inventory management solution.

Renal Advantage and its centers had various ordering systems in place, including online ordering with a few vendors, while orders with other vendors were issued using a PO template. All centers were permitted to order based on their current product categories and approved formularies.

At the end of every month, each Renal Advantage center performed a physical inventory which was submitted to headquarters. Headquarters would then take the spreadsheets, assign categories, cost and accounting codes in order to account for the inventory on hand and process invoices in the accounting system.

To solve their need for an automated inventory solution and to tie the management of inventory and purchasing together, Renal Advantage chose to centralize these functions by implementing supply chain management within Dynamics SL. After implementing Dynamics SL for their financial management, Renal Advantage began implementation of the supply-chain management solution along with sophisticated customizations to streamline operations. At that time, they turned to ePartners to perform the implementation.

ePartners Success Story

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ePartners immediately began its work on an aggressive timeframe.

The project included the creation of two custom screens. One was created so that when RAI enters a new inventory item, they can more easily set the parameters for the item of each site. These parameters include account and replenishment information as well as the ability to activate/inactivate an item for a site. They can also perform these same steps to an existing item.

A second custom screen was created so that each RAI facility could enter a physical inventory count of their items on a weekly basis. Once the count was entered and completed, an inventory batch is created to record usage and adjust the physical count of the items to their proper levels. This allows the locations to record usage instead of keeping a daily count of materials used and entering the activity resulting in a more streamlined processing.

At the go live date in 2008, all 73 Renal Advantage centers went live on a new centralized inventory management system.

Growing without growing pains:

Since completing their implementation, Renal Advantage has reported several tangible benefits, but the largest area of benefit is their ability to manage growth while remaining at almost the same staff levels.

Says Karl Kokko, CIO for Renal Advantage, “we have experienced tangible benefits of integrating our supply-chain with financials. We added an IS staff position to support the overall Dynamics SL product, but our other areas were able to remain at their current levels and we’ve been able to choose to invest in other areas, such as facilities management.”

Of the supply chain department she directly manages, Newman states “Our organization has grown to over 135 centers nationwide and we have not added any purchasing agents as a result of growth. In addition, after training new inventory technicians on the system due to its customizations and streamlined processes, techs find the inventory screens very easy to use and require very little time.”

The implementation of supply chain within Dynamics SL has trimmed countless hours of manual accounting work, made reporting much easier, and has allowed Renal Advantage to standardize the products they use within their centers. “Centers no longer order non-standardized or non-approved products, which helps us with our cost per treatment and negotiations with vendors,” says Newman.

Future plans:

Due to the tight implementation timeframe, some streamlining initiatives and customizations were pushed down the list. In addition to addressing these initiatives, Renal Advantage will continue to refine their implementation with business intelligence and portal solutions in the future.



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