

Situation

A 230 bed hospital was having service and representation issues with their GPO's contractual supplier. They had 435 line items that were to be requisitioned and delivered by using Standard Register's SmartWorks on line ordering portal. The items were printed on demand or warehoused in a pic-pac environment.

Orders were picked wrong, printed wrong, and the representative wasn't experienced in the print industry. In addition the representative wasn't available on a regular basis.

Solution

DFI had been periodically in contact with the hospital and promised experienced representation, on line ordering and a seamless transition.

The DFI sales representative and the Customer Service Representative met with Materials Management to review the hospitals 12 mandatory requirements, demonstrate DFI's on line ordering network and provided several references. A conversion time line was set involving inventory purchase and transfer, a training session on site for all 70 users and department managers, and a pre-printed user's guide for quick reference.

Results

In addition to providing a seamless transition, the first year provided a 16% cost savings (which was unexpected).

All of the previous issues and problems have gone away, and the customer service level has improved dramatically. It seems you cannot put a cost on time savings, time dealing with problems, issues and follow up.

Customer Comments

"DFI rescued us from a disastrous forms program that we had entered with another contracted forms vendor. It is the first time we've experienced a truly seamless transition. DFI took care of gathering all the right information, all the forms, staff training, and meeting with the end users. When the day came to make the switch, it was like we had been working with them forever.

"The Sales Rep and CSR are always available to take care of any of our forms needs. I very much appreciated the extensive knowledge and experience of the DFI team. It was obvious from day one that they both have been truly managing" forms for many years. When it comes to forms & labels, there is nothing like experience."

- *Sandy, Purchasing Coordinator – Wisconsin Hospital*