

MUNJAL WHITE CONSULTING CORP

Medela Canada Case Study



Making the Most of Your Sage 100 Investment

Since 1961, Medela has been manufacturing and distributing medical supplies for use in hospitals, health care facilities and households. They are a prominent global brand as the market leading supplier of breast pumps, medical suction equipment and phototherapy systems internationally. Based in Baar Switzerland, Medela has distribution locations around the world. Medela is proud of their vision to continue to develop research-driven, innovative products to improve the quality of people's lives. Medela's Canadian distribution centre based in Mississauga, Ontario, required faster and more actionable information to speed decision making and keep its processes in sync with the rapidly changing market.

A Munjal White Consulting client since 1997, Medela Canada use their Sage 100 system to create a seamless reporting framework that provides granular information from inventory tracking to sales orders. Steve McCormack, President, states, *"With the Sage 100 Financial Accounting, Inventory Management, Purchase Order, Sales Order and Credit Card Processing system, Medela Canada has gained a flexible and adaptable foundation on which to grow our organization. With the real-time insights enabled by Sage 100, we're better able to track our inventory at every level of our business. Medela has also benefited from the scalability of the Sage 100 solution and we don't need to be concerned with outgrowing it. As our business has developed, we use more of the system's functionality – it grows with us."*

Faster and more intelligent decision making through the availability of real-time sales, inventory and logistics information and a reduction in reporting cycles has enabled Medela Canada to respond quickly to their customers' requirements. *"We appreciate the stability of the Sage 100 software; it's solid and secure. We know that our data is always accurate."* Sage 100 is also easy to use. *"When Medela hires new customer service agents, they are able to learn the order processing module quickly and easily as the visual interface of the order screens are intuitive. New staff are quickly operational on the system, which is a significant benefit to the business as a whole. Also, the support from the team at Munjal White Consulting has been fantastic. They understand our business processes and have an in-depth knowledge of Sage 100. They are a true partner to Medela Canada."*

Sage 100 Business Benefits

- Faster and more intelligent decision making through the availability of real-time sales, inventory and logistics information.
- Reduction in the month end reporting cycle from 2 days to 3 hours.
- Increased sales and stronger margins due to an optimized mix of products.
- Automated territory sales reports emailed directly to each sales representative.
- Product returns accurately tracked and credits and warranty processes improved.
- Increased responsiveness to customers.

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