

Sterling Integrator manages pharmaceutical supply chain with total accuracy and visibility



4Solutions Enterprises

Location

Wollongong, New South Wales, Australia

Industry

Health/Pharmaceutical

Business challenge

Manage the pharmaceutical supply chain for Australia's Health Network (AHN) with total accuracy and visibility

Solution

Sterling Integrator®

Benefits

- Manages the supply chain with complete accuracy and visibility
- Tracks multi-enterprise collaboration processes end-to-end
- Ensures sensitive business data is secure
- Manages large, complex electronic communities
- Handles increasing volumes with ease, with no additional resources required

Customer background

4Solutions Enterprises provides business process management and professional services to Australia's Health Network as well as operating the country's longest running and most successful Internet-based supply chain gateway—the Health Supply Network (HSN)—which serves wholesalers and distributors in the pharmaceutical industry.

Business challenge

Each month, HSN handles nearly 50,000 transactions worth hundreds of millions of dollars in product shipment (95% of those transactions are common among the three distributors). Improving delivery time and reducing warehouse stock are critical to achieving economies of scale. 4Solutions set out to gain greater supply chain efficiency using multi-enterprise collaboration in a strategy aimed at reducing costs and ultimately improving service and profitability.

"In order to manage our pharmaceutical supply chain with total accuracy and visibility, we needed an IT solution that is both an industry leader and has many years of experience in demonstrably speeding up systems integration. We were looking for a flexible integration

platform to improve accuracy and visibility, as well as handle complex workflow scenarios," says Clifford Buntten, Managing Director, 4Solutions Enterprises.

Solution

Today, 4Solutions uses Sterling Integrator to manage its supply chain with accuracy and visibility. Sterling Integrator is a flexible integration platform based on a service-oriented architecture that enables companies to interact with business partners across complex value chains, track multi-enterprise collaboration processes, handle sensitive business data, and manage large electronic communities.

As 4Solutions expands its service, Sterling Integrator handles increasing message volumes with ease, requiring no additional resources. In addition, Sterling Integrator manages process exceptions trading for all participants in the supply chain.

Buntten said Sterling Integrator can also re-use business processes as building blocks within any new process. "For example, as we implement new messages, we don't need to

“Our decision to deploy Sterling Integrator was based on improving our overall operational efficiency and business relationships with wholesalers and distributors in the supply chain. Sterling Integrator is a perfect fit for Health Supply Network and best suits our needs for leveraging economies of scale in transactional processing.”

Clifford Bunten
Managing Director,
4Solutions Enterprises

re-invent each process from scratch,” he explained. “Each new process we implement is built on those we have already built, which saves significant time, reduces overhead and improves the bottom line. In addition, the process centric design of the solution fits very well with how our business service operates on a number of levels. It allows for improved proactive services to our customers and the delivery of new service offerings, while at the same time easing the issues of take-up of the service for new participants. Indeed, it provides us with a foundation for building higher order supply chain applications.”

The tools for diagnosis and tracking within Sterling Integrator are another benefit because they lead to enhanced service offerings for wholesalers and manufacturers. For example, 4Solutions Enterprises plans to expand its services offering and consolidate communications by providing a facility to enable manufacturers to submit invoices electronically and automatically receive rebates claims. Also, as service expansion occurs, Sterling Integrator will enable 4Solutions to handle increasing message volumes, while eliminating any new IT infrastructure costs.

Key benefits

4Solutions has used Sterling Integrator to create a networked trading community enabling suppliers and sellers to conduct business electronically in a fast, efficient, and secure fashion. In addition, the Sterling Integrator business process management engine automates order configuration as well as fulfilment and supplier management.

Sterling Integrator enables 4Solutions to manage its supply chain with total accuracy and visibility in several ways. For example, by reducing the number of touch-points in processing required to deliver a message to its final destination, Sterling Integrator has allowed the company to gain business efficiencies in establishing workflows according to predefined business rules.

In addition, 4Solutions can now process any message type, including orders, invoices or dispatch records via electronic communication and reap the benefits of greater flexibility within Web-based trading for all participants in the supply chain.

“Since every intervention creates an opportunity for error and increased costs, we wanted to reduce touch points in processing messages to their final destination,” says Bunten.

About Sterling Commerce

Sterling Commerce, an AT&T Inc. (NYSE:T) company, helps companies optimise and transform their Business Collaboration Network to accelerate revenues and reduce costs. Sterling Commerce provides more than 18,000 customers worldwide with applications and integration solutions to connect, communicate and collaborate inside and outside their enterprise. More information can be found at www.sterlingcommerce.co.uk.

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