

Axis Global Partners Restores the Health of MacGill Discount Nurse Supplies' Software Systems

SUCCESS STORY

Industry:

Distribution of Medical Supplies

Company:

MacGill Discount Nurse Supplies
www.macgill.com

Problem:

When MacGill replaced their obsolete software with a new solution, the original partner installed it incorrectly, leaving them with downtime and daily system crashes.

Solution:

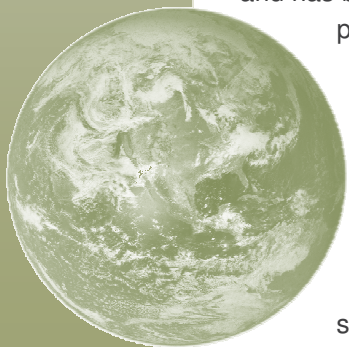
Axis stabilized their ERP system, re-installed the software, and configured it exactly to MacGill's needs.

Results:

Aligned processes, streamlined solutions and better reporting have allowed MacGill Discount Nurse Supplies to improve profitability, and become more organized and efficient.

System:

Sage Accpac ERP
Iciniti Store
Wellspring
PrintBoss



Since 1904, MacGill Discount Nurse Supplies has earned a reputation for selling top-quality medical supplies and equipment at discounted prices. For over 100 years they have used their experience and resources to provide prompt and personalized attention, and great products at even greater prices.

When MacGill learned that the Unix-based software solution they had been using for some time was being discontinued they wanted to find a new application that could meet their unique order entry and inventory needs. They ultimately chose Sage Accpac ERP because it would allow them to streamline and automate all of their business processes.

MacGill's Systems Taking too many Sick Days

Unfortunately MacGill's new system was not properly configured by their original service provider. Operating on a non-optimal database platform, MacGill experienced 1-2 hours of downtime each day as a result of system crashes. Luckily, this is when they found Axis Global Partners in 2005. Dan Plisk, IT Manager for MacGill Discount Nurse Supplies recalls, "Axis was great from the start and has been throughout the entire process. They are truly experts in their field and can always answer any questions we have. They took the time to learn every aspect of our business in order to ensure we were getting the very best out of our ERP solution."



Axis Global Partners Provides a Cure

Axis went right to work modifying MacGill's platform, processes, forms and reports. "The Axis consultants were always challenging us to take a closer look at the way we do things and offered recommendations to improve our processes by making them more efficient. They enabled us to exponentially enhance the way we process purchasing, invoicing and order fulfillment. The team at Axis provides us with new ideas to keep us moving forward," stated Dan.

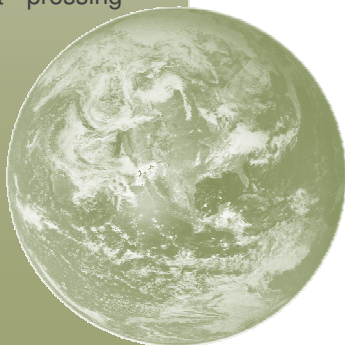
Tony Chiodo, Managing Partner for Axis added, "Once we got MacGill on the appropriate database platform and their system updated and stable, it was important to enhance their knowledge of their Sage Accpac ERP solution. There was so much more it could do for them – it was just a matter of helping them improve their business processes and aligning them to their technology in order to give them the fastest and highest possible return on their software investment." To save MacGill



“MacGill’s implementation of the various business solutions recommended by Axis has resulted in higher customer loyalty and lower operating costs.”

Axis Global Partners is a team of certified business consultants serving small to mid-sized businesses throughout the United States, Canada, Latin America and the Caribbean. We improve our clients’ top and bottom lines with automation solutions that increase profits, decrease costs and pay for themselves in the shortest period of time possible.

Our company is led by industry experts specializing in business processes and solutions. We brainstorm all possible improvements to fit your business needs and close the gap between potential and actual performance. We inspire trust by taking responsibility, acting ethically and encouraging honest and open discussion while focusing on your most pressing challenges to deliver innovative and effective solutions.



time, Axis built custom indexes to help them look up previous orders faster. Tony explains, “They have a large database and very heavy order entry volumes with repeat orders sometimes coming as far apart as every other year. We were able to help them drastically cut down their research process when looking up previous orders with these new indexes.”

In addition to the enhancements with the ERP software, Axis was able to recommend further improvements to MacGill’s operations to save them time and money. First, Axis implemented a printing solution that allowed MacGill to print onto plain paper instead of having to purchase costly pre-printed forms. This solution also enabled MacGill to route various copies of printouts to different printers throughout the facility, thus improving the workflow. In addition, this solution provided an electronic version of the forms which saved postage because we were now sending our forms directly to customers and vendors via email. Dan added, “We previously purchased about 40-50 cases of pre-printed forms per year and now we’re purchasing zero. If you also include additional savings in postage, forms and personnel time, that’s a cost savings of tens of thousands of dollars.”

Next, Axis helped MacGill implement a bar-coding solution which eliminated the need to enter item numbers by hand; thus making the process 100% accurate, and faster. Of this, Dan exclaimed, “We’ve

probably reduced our workload by about 15%, and we greatly decreased the occurrence of shipment errors improving our customer service!”

Axis also implemented an e-commerce shopping cart solution that is fully integrated with the accounting solution. MacGill no longer has to print out orders and re-key them into their system. “With this new solution, we have been able to increase our website sales by about 20% and it is very easy to manage. Even I can administrate it and I am definitely not a web-specialist,” laughed Dan.

“Over the past 5 years MacGill’s implementation of the various business solutions recommended by Axis has enabled us to lower costs and increase operational efficiency,” stated Dan. This has enabled MacGill to keep their promise of delivering an exceptional customer experience and value to their customers. Dan concluded, “I have recommended Axis on several occasions. They are a company you can trust to make the best recommendations for you as a customer. We are able to get support when we need it and that is very important to our ability to enhance customer satisfaction and retention. And the best part is the way they will challenge you to analyze your business processes in order to gain more efficiencies and a competitive edge.”