



## Stanley Stuart Yoffee and Hendrix (SSYH) Helps DaVita Labs Increase Efficiency, Expand Capacity, and Improve the Customer Experience

*Since 2001, SSYH has been developing and deploying the ideal blend of strategic business applications and IT solutions for this Florida-based Chronic Kidney Disease Laboratory to deliver increased process automation and finely-tuned warehouse operations.*

### **Some relationships are just meant to last.**

When Tiffany Walters started working with DaVita Labs' Financial Accounting Department in 2001, she knew it could be the start of a long and rewarding career. What she didn't realize is that it would also be the beginning of a long-term business relationship with the team at Stanley Stuart Yoffee and Hendrix, Inc. (SSYH).

More than 10 years and several major application implementations later, as Davita Labs' Systems Administrator for Finance Lab Applications, Tiffany takes comfort knowing that SSYH is still the "go to" solution provider she needs.

### **As in all Successful Relationships, it started with Trust.**

DaVita Labs specializes in lab test needs of end-stage renal disease patients. With more than a decade of servicing dialysis organizations and physician practices, DaVita Labs provides a highly efficient combination of customized services and support for more than 110,000 kidney patients nationwide.

Driven by dynamic growth, DaVita Labs, headquartered in Deland, FL, needed to adapt its legacy systems to support their plans to automate processes wherever possible. The company was determined to replace inefficient and redundant manual processes with automated and integrated systems so they could begin increasing capacity, speeding up turnaround times, and implementing an accurate inventory control and tracking system in their warehouse.

### **Enter SSYH - the Trusted Business Advisor.**

As a nationally recognized Microsoft Partner, SSYH, also based in Florida, offers the latest in Microsoft Dynamics ERP and CRM information systems and provides a full range of professional consulting services including information technology, business application strategy, software installation, customization, training and ongoing product support.

Starting in 2001, the team at SSYH began working closely with Tiffany and her department to address how best to meet the business priorities DaVita Labs had set. Over the next decade, the relationship grew with each subsequent IT project and large-scale application implementation, ultimately helping transform it into the finely-tuned and streamlined distribution organization it is today.

"We believe in taking good care of our clients," says Angela Stuart Mills, co-founder of SSYH. "As a result, we enjoy long term relationships with most of our customers. DaVita Labs had some real challenges with managing inventory, because of their time-sensitive medical supplies. They had to become more efficient," she adds.

"Since 2001, with the help of our knowledge and expertise and the solutions we provide, they've been able to maintain more control over their processes and really change the customer experience overall."

### **Saving Time. Saving Lives,**

One of the greatest impacts made by SSYH's business solution acumen was the automation of inventory management and warehouse control through the implementation of Microsoft's EDI and Supply Chain E-Commerce system.

## Case Study



### **Client:**

DaVita Labs is a nephrology specialty laboratory which provides quality, timely, accurate results to help identify and manage the wellbeing of kidney patients across the nation. It currently supports more than 110,000 patients with two clinical laboratories located in Florida.

### **Industry Vertical:**

Laboratory Services (Distribution Industry)

### **Situation:**

Increasing customer demands prompted a commitment by DaVita Labs to update the Finance Lab Application Department processes in order to accommodate dynamic growth.

### **Challenge:**

Client needed to adapt legacy systems in order to automate and streamline processes wherever possible.



*“Before SSYH, our warehouse survey ranking was not good. But now, we’ve been at the top of the customer satisfaction scores among the various departments within the whole company. That’s impressive.” – Tiffany Walters, DaVita Labs*

Integrated with DaVita Labs’ Order Central, the transformation has resulted in significant time-savings, in more ways than one. With SSYH’s automated distribution solution, DaVita Labs’ warehouse staff has been able to:

- ▶ Improve the accuracy and reduce redundancy of order entry
- ▶ Ensure the accuracy of shipments
- ▶ Effectively manage inventory of expiration-driven, time-sensitive medical supplies

“With this new order processing system and the ongoing support from SSYH, our staff can eliminate a lot of the redundant data entry work, so they have more time to work on other projects,” Tiffany says. “It really has improved our entire warehouse workflow and how we do business. Also it’s invisible and seamless for our customers, so they don’t have to toggle between systems when ordering our products.”

“We rely on SSYH for quality as well as timeliness – that’s very important to us,” Tiffany states. It’s important to patient care too, as far as accurate tracking of lot numbers and expiration dates on our products. “They’ve helped change the entire way we handle our shipping and warehouse inventory monitoring. It syncs certain processes and is much more efficient.”

SSYH was also instrumental in helping implement a document management system supported by several Microsoft ERP platforms. Because the Accounting Department uses the document management solution, which seamlessly integrates with their current accounting, Tiffany’s team is now able to automate and streamline AP workflows and retrieve information instantly from their work stations.

### **SSYH: The Right Prescription for Happier Customers**

One of the improvements Tiffany is most excited about is the tremendous increase in customer satisfaction ratings the warehouse department has received internally, as a result of more efficient processes.

“Before SSYH, our warehouse survey ranking was not good. But now, we’ve been at the top of the customer satisfaction scores among the various departments within the whole company. That’s impressive.”

Best of all, SSYH makes it easy to do business, according to Tiffany. Once a project plan starts to come together and Tiffany and her team map out the new processes internally, she goes to SSYH for strategic recommendations on how best to achieve the stated goals.

“SSYH becomes very involved - doing test scenarios, mock Q&A, and training. They are ‘hand-holding’ when they need to be and making sure everything works perfectly before going live,” says Tiffany. “Quick turnaround on issues is imperative to us,” she says. “I’m extremely pleased with the expertise and support of the SSYH team and I know they are always going to take care of us.”

### **What’s Next?**

The long and healthy relationship between these two companies is still going strong as SSYH is set to implement and integrate Microsoft’s Forecaster, an advanced budgeting, forecasting, and procurement solution, to provide more automated and streamlined workflows and approval processes.

### **Solution:**

By working in close partnership with SSYH since 2001, client implemented several large-scale Microsoft-based business applications and IT solutions to seamlessly integrate systems | and increase efficiencies through automation.

### *Solutions included:*

- EDI, Supply Chain, Bar Coding & E-Commerce System
- Document Management
- Forecaster for budgeting, forecasting and procurement

### **Results:**

- Increased workforce capacity through automation time-savings.
- Improved management of warehouse, inventory, and fulfillment management of time-sensitive medications.
- Significantly increased customer satisfaction ratings for the warehouse.

## **About SSYH**

Established in 1992, Stanley Stuart Yoffee and Hendrix, Inc. (SSYH) specializes in business management solutions for medical device and supply distributors as well as many other distribution verticals. SSYH is a nationally recognized Microsoft Partner, having achieved Microsoft’s Gold ERP Competency, with offices in the Orlando and Fort Lauderdale metropolitan areas. [www.ssyh.com](http://www.ssyh.com)



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