



Service Plan Helps Medical Supply Distributor Budget for Critical Compliance Software

Microsoft Corporation



Microsoft Dynamics Services Customer Solution Case Study



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Overview

Country or Region: United States

Industry: Life sciences—Medical devices

Customer Profile

Kawasumi Laboratories America (KLA) distributes medical supplies throughout North and South America from offices in Tampa, Florida.

Business Situation

KLA uses Microsoft Dynamics® GP to track inventory and sales to meet strict government requirements, but the company wanted support for managing the costs of the solution, administering the solution, and training new users.

Solution

KLA decided to invest in the Business Ready Enhancement Plan for Microsoft Dynamics to manage its costs, receive regular updates, and give its staff the training needed to maintain proficiency in the solution.

Benefits

- Lower, predictable software costs
- Affordable solution updates and upgrades
- Faster, more effective training

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Crystal Karlson, Operations Manager, Kawasumi Laboratories America

Kawasumi Laboratories America (KLA) is the North and South American distributor for its parent company, a global manufacturer of disposable medical supplies based in Tokyo, Japan. The company is required by the U.S. Food and Drug Administration to maintain and track lot numbers for every product shipped to customers. To comply with this strict requirement, KLA turned to Microsoft Dynamics® GP. KLA also chose to invest in the Business Ready Enhancement Plan for Microsoft Dynamics. This annual plan gives the small distributor the confidence to rely on Microsoft Dynamics GP at a fixed price that it can afford. Now, KLA receives frequent updates to maintain compliance with changes in state tax and payroll regulations, and online training and documentation resources through CustomerSource to enhance productivity and reduce training costs.



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Crystal Karlson, Operations Manager,
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Situation

Kawasumi Laboratories, based in Tokyo, Japan, is a global manufacturer of disposable medical supplies, with factories in Japan and Thailand. The company’s U.S. subsidiary, Kawasumi Laboratories America (KLA), handles sales and distribution for all company products throughout North and South America from its offices and warehouse in Tampa, Florida.

The company has a mission-critical requirement to comply with the strict regulations of the U.S. Food and Drug Administration (FDA). KLA must track the lot numbers of all the medical supplies that it distributes.

“The FDA could come in here at any time and ask for the names and addresses of all customers who received a product that we manufactured in our plant in Thailand on a particular date,” explains Crystal Karlson, Operations Manager of KLA in Tampa. “We absolutely have to be able to produce that information at any time.”

As a small branch of a larger company, KLA wanted to avoid using a business management system that required a large upfront capital expense or expensive upgrades. Several years ago, the company deployed Microsoft Dynamics® GP. “With its built-in capability to track lot numbers, Microsoft Dynamics GP was a great fit for our needs,” says Karlson.

Because KLA relies on its business management software to comply with crucial FDA requirements, supporting, maintaining, and training employees to use Microsoft Dynamics GP properly is critical for the company.

Solution

To keep its Microsoft Dynamics GP solution up-to-date and reduce the risk of operational problems, KLA decided to invest in the Business Ready Enhancement Plan for Microsoft Dynamics. The Business Ready Enhancement Plan gives the company the predictable, economical support it needs to ensure that its mission-critical business management solution is always up-to-date and online.

Controlled, Predictable Costs

The annual renewal price of the Business Ready Enhancement Plan is based on the original purchase price that KLA paid 10 years ago for Microsoft Dynamics GP. With continued enrollment in the Business Ready Enhancement Plan, the company’s initial investment in Microsoft Dynamics GP will always be protected. In addition, KLA continues to receive uninterrupted availability of updates, upgrades, documentation, and training—all for a price that the company can predict and budget for years in advance.

Always Current

The Business Ready Enhancement Plan makes it easy for KLA to use, maintain, and upgrade its Microsoft Dynamics GP solution by providing:

- Access to all upgrades and enhancements.
- Software service packs and hotfixes.
- Tax and regulatory releases.

Training and Documentation

The Business Ready Enhancement Plan gives KLA access to:

- Unlimited online training.
- CustomerSource and the knowledge base.
- Extensive documentation.
- Communities of people who use Microsoft Dynamics solutions.

Karlson uses the unlimited training to stay current on improved functionality and new features to manage Microsoft Dynamics GP

“The updates keep our systems current with changes in state and payroll taxes. That alone is invaluable to us.”

Crystal Karlson, Operations Manager,
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more effectively. The online training also helps quickly introduce new employees to the company’s business management solution.

When Karlson started in her current position, she was determined to learn as much about Microsoft Dynamics GP as she could. “The training through CustomerSource gave me the confidence to manage our Microsoft Dynamics GP solution,” says Karlson.

Partner Ready to Help

KLA has worked with Microsoft® Gold Certified Partner Tribridge, also located in Tampa, for three years. Karlson values the Microsoft Dynamics GP support that KLA receives from Tribridge, but she also wants the company to be as knowledgeable and self-sufficient as it can to reduce costs and minimize operational problems. “Our partners at Tribridge are very understanding and supportive of Kawasumi Labs working independently as much as possible,” says Karlson.

At Tribridge, Lu Ann George, Customer Service Manager, respects Karlson’s desire to be as self-sufficient as possible. “I know Crystal is eager to learn, and we are happy to support her efforts. We don’t have to do everything ourselves—we try to help our customers learn as much as they can and Tribridge is there to help when needed.”

Benefits

With the Business Ready Enhancement Plan, KLA is confident that it can rely on Microsoft Dynamics GP to meet mission-critical regulatory requirements at a price that it can afford. Now, the company has an economical way to budget for the cost of keeping Microsoft Dynamics GP current with both new technology and changes to tax reporting. In addition, the company has access to online training that significantly reduces the time needed for new employees to learn basic

skills and be productive with Microsoft Dynamics GP.

Low, Predictable Software Costs

The cost of the Business Ready Enhancement Plan is based on the original purchase price of the software. Because KLA bought its first Microsoft Dynamics GP license more than 10 years ago, the company locked in the renewal cost of the support plan at the original price level. Enrollment in the Business Ready Enhancement Plan protects this initial investment, giving the company predictable costs and easing financial pressures.

“Every year at budget time, I get the same question: ‘Are you sure that’s all it costs?’ and I say, ‘That’s all.’ It’s a great answer to have during a budget discussion,” says Karlson. “It’s just a huge advantage for a company our size.”

Affordable Solution Updates and Upgrades

With employees in several states, KLA must track payroll and state tax information in all those locations. The Business Ready Enhancement Plan gives the company’s finance department regular updates whenever state tax and payroll regulations change. “The updates keep our systems current with changes in state and payroll taxes. That alone is invaluable to us,” says Karlson.

As part of the Business Ready Enhancement Plan, KLA now has the ability to upgrade to another version of Microsoft Dynamics GP without incurring additional charges.

Karlson has already started the process of upgrading to Microsoft Dynamics GP 10.0 with a pilot test. With the training Karlson has received and the conferences she has attended through the plan, the test of the new version went quite well. “I was absolutely fearless about this upgrade. I knew what to

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For more information about Kawasumi Laboratories America products and services, call (813) 630-5554 or visit the Web site at: www.kawasumiamerica.com

For more information about Tribridge products and services, call (877) 744 1360 or visit the Web site at: www.tribridge.com

expect and how to handle it. It's the first upgrade we've done without our partner, and my boss was very happy that we could do this on our own," says Karlson. "I'm determined to do as much as possible by myself, but I know that Tribridge and Microsoft will be ready to help if I need assistance."

Faster, More Effective Training

Karlson and her team have used the resources available through CustomerSource more intensively as they have grown familiar with everything that is on that site. The online training is particularly helpful.

"I used to train new employees by sitting side by side with them. It would usually take about a week before they understood enough to work on their own. Because I'm not a trainer and I know too much about how the system works, I'd always try to explain too much too soon," Karlson says with a laugh.

Recently, Karlson gave a new employee access to an online training course through CustomerSource. "She blew through the basic lessons in two days. The training courses are specifically geared to just teaching the basics that people need to know to get started. That's a huge improvement for the trainee and a huge gain in my time and productivity," says Karlson.

Microsoft Dynamics

Microsoft Dynamics is a line of integrated, adaptable business management solutions that enables you and your people to make business decisions with greater confidence. Microsoft Dynamics works like familiar Microsoft software such as Microsoft Office, which means less of a learning curve for your people, so they can get up and running quickly and focus on what's most important. And because it is from Microsoft, it easily works with the systems that your company already has implemented. By automating and streamlining financial, customer relationship, and supply chain processes, Microsoft Dynamics brings together people, processes, and technologies, increasing the productivity and effectiveness of your business, and helping you drive business success.

For more information about Microsoft Dynamics, go to: www.microsoft.com/dynamics

Software and Services

- Services
 - Business Ready Enhancement Plan
- Microsoft Dynamics
 - Microsoft Dynamics GP

Partner

- Tribridge



About Tribridge

Tribridge is an IT services firm that delivers and supports technology, business management and core infrastructure solutions for organizations spanning diverse industries. Tribridge helps customers strategically leverage IT investments to become more productive, profitable, competitive and secure through proven methodologies, process optimization and industry best practices. We are dedicated to building a community in which organizations derive long-term business value from practical solutions that guarantee customer success and maximum return on investment. Headquartered in Tampa, Tribridge has customers, offices and team members across the U.S. and is the recipient of numerous awards, including the 2008 Microsoft Dynamics Worldwide Partner of the Year.

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