Software That Fits

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Aaron Ingram
Product Operations Manager
Innomed, Inc.

Global Medical Supplier Increases Sales 15% in 12 Months With AccountMate's Lot Control Software

Based in Georgia, Innomed, Inc. designs, manufactures and distributes state-of-the-art orthopedic surgical devices. Founded in 1987 with one product, the company's deep rooted passion for creating innovative and less invasive quality medical instruments has remained unchanged over the years.

Known as an industry leader for producing high quality products with a large selection, Innomed's specialized instrumentation plays an essential, sometimes life-saving role in operating rooms and surgical centers around the globe.

"Working closely with over 200 top names orthopedic surgeons and technicians, Innomed developed over 100 new products from concept-to-market in 2014 alone," said Aaron Ingram, Product Operations Manager. Innomed continues to revolutionize the medical industry and supplies thousands of innovative operating tools, devices and instruments used by medical professionals today.

Adhering to stringent quality control standards and manufacturing conditions, Innomed is certified by the International Organization for Standardization (ISO 13485 and 9001), ensuring that over 3,000 surgical instruments are developed and manufactured in compliance with stringent quality specifications.

As demand for Innomed products increased, keeping stride with global quality compliance requirements and logistical demands was challenging. The company required a sophisticated, scalable system and turned to NexLAN, an Elite AccountMate Business Partner, for a comprehensive solution.

After a thorough in-house analysis, NexLAN recommended that Innomed leverage their original investment and upgrade to AccountMate SQL due to the program's scalability and open architecture to meet the company's global business requirements.

Recalls Kevin Stroud, NexLAN President, "Like many businesses that grow, Innomed reached the point of needing an enterprise-class database back-end, which AccountMate, leveraging Microsoft SQL Server, provides. It is able to support 100+ concurrent users so Innomed is assured their accounting and financial management systems will scale for years to come."

ISO Quality Compliance

The next step in the company's technology overhaul addressed essential quality control measures so that manufacturing and inventory management could be fully realized. "Having a good quality management system in place is standard in the industry," said Ingram. "Our customers and vendors require ISO certification or they will not do business with us."

To support ISO quality control requirements, AccountMate's Lot Control module enables Innomed personnel to monitor processes, maintain adequate business records and trace the root cause of any problems in real time. By identifying components and sub-assemblies with a unique part number, serial number and lot number, problems or non-conformities are swiftly isolated, documented and resolved. Standard Lot Control module reports such as Device History, Shipment and Inventory Lot Recall reports allow Innomed to quickly trace when and to whom they sold units to by lot. As a result, customers can be quickly notified in the event of a product recall, modification or upgrade.

The Lot Control module integrates with AccountMate's Accounts Receivable, Sales Order, Inventory Control and Purchase Order modules, which enables Innomed personnel to easily comply with FDA and ISO quality requirements with the system's built-in forward and backward lot traceability. Previously, inventory accuracy was 20-30% off. Today, progressive inventory has improved inventory accuracy dramatically. "Since we have added Lot Control, our inventory has been perfect in the last 12 months," said Ingram.

Grouping International Order for Reduced Freight Charges
Another company hurdle involved streamlining shipments for international customers. Freight charges for international shipments are more costly than domestic deliveries due to brokerage fees, custom charges and transoceanic fuel charges. Previously, it was a manual process to track orders staged for bulk shipping, so inventory tracking would be incorrect and error-prone until the orders were ultimately shipped. Since there were always orders 'in the pipeline', inventory on hand was never truly up-to-the-second accurate as it is now. For packages weighing only ounces, international customers paid extremely high freight charges, often costing more than the product itself.

To solve this business challenge, NexLAN trained Innomed staff to utilize the Generate Invoice from Shipment feature within the Accounts Receivable module in AccountMate SQL. Invoices are generated as soon as a shipment is made or when combined multiple shipments into one invoice in batch mode.

This built-in functionality enables Innomed to consolidate multiple sales orders into one customer invoice and shipment. Recalls Ingram, "Depending upon the customer, we will combine sales orders from one, two weeks or more into one shipment. This saves our customers a lot of money in terms of freight charges in the long run."

This unique functionality allows Innomed to buffer multiple sales orders and combine them. As a result, they are able to tailor invoice generation to each customer's requirements, ultimately reducing shipment charges and increasing customer satisfaction.

Stringent Labeling Requirements
The final step in the company's technology makeover included a product labelling overhaul to comply with FDA, GTIN, European Union and customer requirements.

Medical devices shipped globally must comply with strict labelling, inspection and import/export rules or they may be held in customs for days, weeks or months until cleared or returned to the shipper. Previously Innomed pulled this information manually which was a complicated, time consuming and error prone process.

As Innomed's market reach expanded globally the labelling issue was becoming more important, so the effort to provide a comprehensive redesigned label format to comply with US FDA, GTIN barcoding, and EU iconic symbols was also accomplished. Additionally international customers were demanding the item description in as many as 18 different languages on the label.

To accommodate this, NexLAN redesigned the label layout and then built a customized solution within AccountMate that allows Innomed personnel to enter the native language description in the native character set and assign the applicable icons to each item.

The end result is Innomed has a comprehensive front-to-back office solution and in the last 12 months has entered new foreign markets and seen sales revenue increase by 15%. "Due to the efficiency of AccountMate", recalled Ingram, "we are able to streamline our internal processes and become more efficient as a company. AccountMate's open architecture, scalability and seamless integration provides a technological backbone that Innomed can cultivate for years to come."

About NexLAN
NexLAN is recognized as a leading AccountMate Solution Provider. NexLAN was selected by Accounting Technology as one of eleven Killer VARs in 2005 and "Top 100 Pacesetter" by Accounting Technology for six consecutive years from 2005-2010. NexLAN is an Elite AccountMate Business Partner and value-added-reseller specializing in custom software development and mid-tier manufacturing/accounting solutions. NexLAN can be reached at **nexlan.com.**

About AccountMate
Founded in 1984, AccountMate develops and markets fully modifiable business accounting software. Systems range from single user versions to those that support over hundreds of users simultaneously. AccountMate software is available for local or cloud installation. It is distributed exclusively through a worldwide channel of authorized solution providers. AccountMate can be reached at (800) 877-8896 or at **accountmate.com.**

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