



JDE CUSTOMER SUCCESS STORY: MEDICAL DEVICE MANUFACTURER

Customer Profile

Medical Device Manufacturer

Industry:

Life Sciences
Industrial Manufacturing
Medical Devices

Location:

Southern US

Employees:

Approx. 550

Products:

- JD Edwards EnterpriseOne
 - Financials
 - Sales Order Management
 - Procurement
 - Supplier Management
 - Inventory Management
 - Manufacturing
- Oracle Sales Cloud

JD Edwards Releases:

- JD Edwards EnterpriseOne Applications 9.2, Tools 9.2.3



MEDICAL DEVICE MANUFACTURER TRANSFORMS SALES PROCESSES WITH ORACLE ENGAGEMENT CLOUD & JD EDWARDS E1 9.2

*Modernize Sales Processes, Gain Insight into Customer Data, Active Deals & Sales Forecasts
Integrate Front End CRM and Back End ERP Systems to Gain Efficiency & Data Accuracy*

Standardize Sales Processes and Tools Companywide

A leading medical device and specialty medical products manufacturer engaged CE to conduct a Smart Fit Analysis to analyze JDE XE Customizations. This analysis was in preparation for the future upgrade of JDE XE to E1 9.2, which took several years to plan and cost justify, as the JDE XE system was not highly configured or automated.

The company also planned to exploit modules owned but not yet being used into the upgraded JDE E1 9.2 system. Once the core JDE E1 9.2 platform is live, the intention is to expand the platform to two new divisions which use disparate ERP systems. JDE E1 9.2 is intended to be the company's enterprise-wide ERP system into the future.

Challenges

- Lack of insight into customer data across paper based systems and disparate processes
- Lack of collaboration across internal management, sales, service and marketing teams
- Lack of insight into sales opportunities, sales process and target close dates
- Multiple divisions running different and disparate ERP systems
- Multiple modules of JDE XE owned but never setup for use, wasted investment in applications
- Manual Warehouse and Manufacturing systems and processes, separate from JDE XE

Solution

- Upgraded from OneWorld Xe to E1 9.2 to realize a modern ERP platform that other divisions could migrate to, as well as standardized and consolidated systems across the organization
- Implementing Capital Asset Management & Manufacturing
- Implementing third-party Labeling solution, to automate inventory management in Warehouse
- Implementing third-party security & reporting solutions
- Increased efficiencies across departments, applications & systems with advanced JDE E1 tools
- Increased and engaged the number of users of the ERP system, CE, JDE E1 License expansion
- Synchronized customer data for better accuracy between JD Edwards and Engagement Cloud
- Automated lead management and nurturing processes
- Automated inventory data collection via barcode data collection tools
- Achieved 360 degree insights into customer, sales and order information

“The Circular Edge team is a **pleasure to work with**. Each member goes **above and beyond** what is required by **proactively looking out for the customer** and more importantly **delivers the service promised**.”

– IS Manager, Medical Device Manufacturer

