



SAP® Solutions for the Medical Device and Medical Care Industries

Improve inventory and supply chain management, compliance programs and process efficiency with an SAP® solution based on medical industry best practices

Working with SAP, Dell™ Services has designed an out-of-the-box, preconfigured installation of SAP specifically for medical device and medical care companies. The solution enables fast and cost-effective implementation of SAP's industry-leading ERP application based on industry best practices and processes.

Dell Services SAP Solutions for Medical Device and Medical Care Companies include:

- Fixed cost implementation option
- Predictable timeline with a 36-week base implementation model
- Streamlined data conversion process and templates
- User and technical training templates
- Prebuilt enhancements and a targeted set of tailored reporting
- Business and process consulting
- Technology architecture planning

To run a successful medical device and medical care manufacturing business in today's complex marketplace, business leaders must have access to accurate, comprehensive information. The ability to improve Business Intelligence programs and make decisions based on real-time information is vital to achieve higher margins and meet customer requirements. For companies that have grown through acquisition or have maintained multiple sets of business processes and reporting approaches, the continuing use of different financial, procurement and supply chain systems can cripple efficiencies by making enterprise-wide visibility and management difficult — if not impossible.

Get a solution tailored to your business needs

Based on lessons learned from years of developing and implementing ERP solutions for industry-leading manufacturers, Dell Services has successfully implemented SAP software solutions at numerous medical device and medical care companies. Through this experience, we have developed a proven approach to make implementations highly predictable for our customers while providing the high degree of customization their businesses require.

Enjoy predictable results at a predictable price

To ensure that companies reap the return-on-investment benefits of a fully functional SAP solution as quickly and easily as possible, Dell Services has designed a pre-packaged solution based on SAP's High-Tech solution map along with our domain expertise in the challenging medical device and medical care environment. The collaborative Dell Services/SAP solution provides an optional 36-week, fixed-cost base implementation that combines proven business processes, user role documentation, targeted metrics, streamlined data conversion templates, testing materials and training tools tailored to specific industry requirements. Dell Services can also provide additional customization services based on specific customer needs.

Our base Dell Services/SAP solutions provide a strong foundation of features and functionality that take advantage of industry best practices and processes. Benefits include greater control of extended supply chains, closer customer collaboration, more efficient inventory management, greater visibility into key financial indicators and accountability processes and a stronger coverage of compliance issues.

Dell Services can help you design, implement and manage your enterprise-wide SAP implementation. Our experience as a leading technology and systems integrator means you get the results you need at an affordable price. Our fully staffed and experienced SAP team includes seasoned process consultants, architects and technologists. Combined with our proven onshore and offshore applications and infrastructure solutions teams, Dell Services has a full range of capabilities to help your business achieve and sustain success.

The Dell Services SAP Solutions for Medical Device and Medical Care Industries includes:

Key implementation strategy and execution accelerators

- Initial walkthrough of best-practice business process flows with users to accelerate knowledge transfer of the SAP medical device and medical care solution map along with the Dell Services enhancements
- Proven user role-based training courses, procedure guides and job aids, integrated user acceptance system testing scenarios and role-based security profiles
- Streamlined data conversion scripts and templates to ease and accelerate data migration activities
- Validation compliant documentation set

Efficient control of an extended supply chain

- Flexible, timely sourcing
- Variable procurement models with integrated quality and vendor management
- Streamlined material non-conformance quality notifications
- Advanced material ordering processes based on independent demand
- Automatic adjustment of production order labor and machine rates based on learning curve factors
- Inspection Lot determination dependent on results of Quality Inspections
- Master production scheduling based on Factory Work Cell Flow
- Parameter Effectivity enhancements for configuration control, production order performance reporting, material shortage, make-to-order sales processing, pricing and order-to-cash reporting

Customer collaboration services

- Focused management processes for customer inventory
- Planning and scheduling processes suitable for integration into electronic customer demand information systems
- Variable sales models that support Make-to-Order, Stock, Spares and Third-Party order processing
- (European) Health Insurance and Patients Itemized Billing
- Composite material processing with enhanced batch management and shelf life calculation
- Batch Determination and Batch Traceability
- Material tracking enhancements covering temperature, mechanical life, working life and cure time limits
- Medical specific adjustments to demand planning and material replenishment processes (MRP)
- Serial Number Tracking Inspection Data Maintenance

Timely and accurate visibility of profitability and related accountability processes

- Integrated use of project management to support collection of recurring and non-recurring costs in a multiple project environment
- Standardized multisite key metrics, metric analysis processes and accountability processes
- Simplified earned value management reporting
- Enhanced EAC (Estimate at Completion) labor reporting enhancement
- Loan Device Management, including Special Depreciation
- Key exception reports and management processes highlighting past due sales orders, past due shipments, past due production orders, past due purchased items, shipped not billed, production plan vs. actual, inventory days of supply exceptions and exceptions for contribution margin vs. plan
- Management analysis best practices for cost and profit analysis
- Baseline and add-on options available to support P&L reporting for customers, products, product lines, regions and other segmentations
- Efficient management of compliance reporting and processes

Dell Services can help you design, implement and manage your enterprise-wide SAP implementation. Our experience as a leading technology and systems integrator means you get the results you need at a predictable price.



Dell is a Global Technology Partner.
Dell Services is a North American Services Partner, my SAP Services Partner and Certified ASAP Partner.

For more information about any of our service offerings, please contact your Dell representative or visit dell.com/services.



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