PruittHealth | Powered by VAI

VAI
INDUSTRY ERP
WITHOUT LIMITS

The Company

Pruitt is one of the largest family-owned long-term care providers in the U.S. Serving the Southeast with a seamless network of post-acute care services and resources, PruittHealth has been a family-owned business for over 50 years. It offers skilled nursing and senior living care, home health care, hospice and palliative care, therapy services, pharmacy, and infusion services, among other things. About 24,000 patients are served every day by the 13,000 hired partners of the company in more than 180 locations in Florida, Georgia, Maryland, North Carolina, and South Carolina.

Pruitt Health owns 95% of the customers that they service out of its MedSupply Distribution Center.

Industry
Wholesale Distribution, Medical Supply

Requirements
Mobile WMS, EDI, Demand Planning, Analytics, eCommerce, Rental Management

The Solution

Pruitt started looking at new ERP vendors in 2020. VAI was selected for its functionality and flexibility. Brian Ladd, Operations Leader at PruittHealth, said, "Going live on the VAI S2K platform, was a lot of work. The VAI staff were very helpful, was always accommodating, and ready to help us drive to where we wanted to go."

PruittHealth uses VAI S2K Rental software, which provides reservations and allocations management based on differing contract durations and customer requests. Users can look for equipment by product category and rental calendar availability right from the reservation dashboard. Advanced pricing techniques, such as flexibility in charging for extra hours and billing by the hour, day, week, month, and year, control when and how costs are made. Along with rental products, consumables sales and returns can be handled. Utilization, ROI, maintenance/repair, and equipment availability can all be tracked with S2K's Rental Management software.

"We started out with one item," continued Ladd. "Since then, we've been able to expand to multiple product lines. It has been very beneficial to our business to be able to implement those changes. VAI S2K Rental helps us

inventory that fleet and helps with billing and tracking, keep up with certification dates, and all the necessary criteria."

VAI's Suggested Purchasing software gave PruittHealththat piece of the puzzle that they were missing. They now have better insight into forecasting, safety stock, and usage. Since implementing Suggested Purchasing, Pruitt Health has reduced carrying costs by 21% and back orders by 33%.

CJ Ware, Distribution Manager at PruittHealth, said, "We've been able to transmit all our POs over through EDI, which go through our system. We receive our trailers and we're able to go through the receiving process by verifying the PO numbers, plus scan the product, and tell the system that we're verifying the amount of quantity that's received."

The PruittHealth team goes out to the exact bin location that is suggested by S2K and puts that product away. After, the system allows them to batch orders that arrive from their facilities from the day before. After they're batched, they can use S2K to send those orders and batch numbers to the handhelds for their picking team. The picking team receives orders on their handheld devices, and the system not only indicates the quantity to be picked, but also the

The Solution continued:

precise spot to go.

PruittHealth's board in the warehouse functions in concert with S2K. The crew labels each batch separately for each picker after batching the orders. The batches that are allotted to the pickers are visible to them. When they enter those batches, they can pick the orders as precisely as possible for those facilities since they know the piece quantity, the facility they travel to, and the area where everything will end up. PruittHealth's clients have profited from improved accuracy, timely delivery, and precise order picking.

PruittHealth is pleased with their eCommerce site from VAI, which gives them a lot of flexibility. They have already created several different websites that look very similar but have different product lines and business units. It's not like a website where everybody must go to. They have certain business units that point to certain parts of the eCommerce site. "We're really big on formulary, and that allows us to drive formulary," said Brooks. "When we switched to the VAI eCommerce site, it was amazing. You know, everything ties right in. You maintain one file, one system. It's a lot easier for not only my team, but also for the customers to navigate. It has a lot better search function, and we have pictures of every product."

The Results

VAI S2K has brought a lot of value to Pruitt, according to Ladd. "Just in general, the interaction we have with our vendors now has drastically changed. We can now send POs electronically. We can get back PO confirmations from the vendors telling us what they're going to ship. We get all our invoices sent electronically now and they process automatically through a three-way match."

If PruittHealth did not have the ability to process its invoices electronically, it would be difficult for them to process that number of invoices.

Since the launch, Pruitt has been using VAI's ERP software to:
- Utilize rental to keep track of certification dates, inventory fleet, assist with billing and tracking, and meet all requirements
- Gain better insight into forecasting, safety stock, and usage with demand planning
- Keep a single, easily navigable, flexible eCommerce file and system with a search capability
- Improve vendor relationships

"I think the biggest value with VAI S2K clearly has been flexibility, functionality, and the way we can use it for other business lines. What we asked for and dream up, VAI can make it happen for us. VAI can figure it out and get it done."

– Steve Brooks ,
Vice President of MedSupply, at Pruitt Health