

Customer Success Story: Concordance Healthcare Solutions

VAI helps healthcare distributor complete numerous successful mergers



Customer Profile

Kreisers, Inc., MMS – A Medical Supply Company, and Seneca Medical, Inc. have come together as Concordance Healthcare Solutions, one of the largest, independent, regional healthcare distributors in the United States. Concordance Healthcare Solutions is built on over 175 years of combined industry experience through its history as Kreisers, MMS and Seneca. With strategically located distribution centers across the country, Concordance can service over two-thirds of the healthcare systems in America. With over 1,500 supplier relationships in place, encompassing over 100,000 SKU's, Concordance Healthcare Solutions has the breadth of clinically diverse products needed to deliver best in class patient care.

Objectives

Concordance Healthcare needed to successfully merge three medical supply distributors, with a total of 1,000 employees and 20 distribution centers, onto one, fully integrated ERP system. The VAI unlimited user license was a significant factor in selecting

Situation

Summary

Seneca Medical, Inc. recently merged with Kreisers, Inc., and MMS – A Medical Supply Company to form Concordance Healthcare Solutions - one of the largest, independent, regional healthcare distributors in the U.S. with 20 locations across the country. The company offers products, equipment and supply chain solutions to the entire healthcare continuum with divisions and experienced professionals, dedicated to nursing homes, hospitals, health systems, physician practices, labs, government facilities, specialty products, home care, hospice, healthcare education, EMS and redistribution businesses.

Concordance Healthcare Solution's mission is to partner with providers and suppliers to deliver innovative and dynamic supply chain solutions to the entire healthcare continuum, improving the patient experience and the health of the population, while reducing the cost of care.

To deliver on this mission, Concordance Healthcare Solutions needed to sift through the IT estates of three different companies and standardize on platforms and work quickly to transition new members to these platforms.

Problem

With 20 distribution centers dispersed across the county, Concordance Healthcare Solutions IT leaders needed a best of breed ERP system that not only had the features and functions to service the new company, but it also needed to scale and be user friendly for new employees. The three companies each had different ERP systems. Once the discovery process was complete, Concordance unanimously chose VAI's S2K Enterprise solution as the ERP platform to standardize on. Concordance leverages VAI's S2K to support operations from distribution of products throughout the distribution centers to finance and sales operations support. Additionally, Concordance Healthcare Solutions uses VAI's web portal solution to enable sales and customer support communication.

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VAI S2K Enterprise, and in helping the company meet its merger goals. Applications within S2K Enterprise including: Portal, Analytics and Suggested Purchasing would enable the company to cut costs, grow the company, and service its customers at the highest level of quality and efficiency.

Solution

- S2K Enterprise
- S2K Enterprise Portal
- S2K Analytics

Solution

VAI, a leading ERP software provider, was a critical partner to ensure that Concordance was able to achieve the significant company growth through merger and acquisition. In addition to S2K's features and functions, VAI's unlimited user license feature – wherein customers can add as many new users as needed into the system for no additional fees – was essential to fostering that expansion. The unlimited user license program gives customers certainty about costs and therefore does not need to factor in the extra expense that can accrue when going through growth by merger and acquisition.

“Merging three companies presents enormous challenges when it comes to transitioning and standardizing onto common technology platforms,” said Keith Price, VP of Information Services at Concordance Healthcare Services. “VAI’s S2K Enterprise was a unanimous decision based on the performance of the system to streamline our distribution and supply chain, but also, the unlimited user license removed a significant cost barrier that could often impede business growth like we are experiencing.”

“Concordance Healthcare Solutions has been a valued partner of VAI’s and we’re excited to continue helping them service their customers with our ever-evolving suite of business software solutions,” said Bob Giustino, VP of Operations at VAI. “The merger of three companies is a significant undertaking and demonstrates the power, flexibility and usability of our S2K Enterprise solution. Enabling customers to grow and scale is of paramount importance for us and our unlimited user license option gives customers certainty and peace of mind.”

Busy days are ahead for the Concordance IT staff working to merger systems and platforms. Choosing to standardize on VAI’s S2K Enterprise solution will provide the solid technological foundation for the company to build from.

For More Information About VAI Products and Services

Contact VAI at 1.800.824.7776, email sales@vai.net, or visit us on the web at www.vai.net.



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