



Rocket® Verastream®* automates paper-intensive processes and provides modern integration



Lab Logistics Group (LLG) is the central organization of a cooperative of 36 privately owned laboratory dealers in Europe, Asia, and Australia. LLG serves as the vital link between laboratory distributors and laboratory equipment manufacturers, efficiently offering a range of laboratory consumables and devices for its partners.

At a glance

Industry: Healthcare.

Location: Germany.

Challenge: Accommodate modern integration and access to a legacy ERP system while eliminating paperwork, minimizing data-entry, and streamlining processes.

Challenge

Fast, reliable, and cost-effective product supply is crucial to the laboratory trade. LLG stocks over 14,000 items, delivering even small quantities fast and reliably to customers throughout Europe. These efficiencies are achieved by purchasing from over 500 suppliers and bundling orders for more competitive pricing.

Dealing with so many suppliers can create a paperwork nightmare, explains Marcus Robichon, IT Manager for LLG: “We have an AS/400-based ERP system that keeps track of our inventory, movements in and out of the warehouse, and our invoicing and purchasing system. This has a text screen-based user interface where all information is entered manually. For instance, we have three people dedicated to processing approximately 3,500 invoices each month, ranging from simple 1-page invoices to complex 50-page documents with many variables and parameters. All details need to be entered manually and of course a human-led process can be error-prone too.”

These issues were compounded in 2020 when a global pandemic changed the office landscape, says Marcus Robichon: “It also meant that our finance colleagues could not work remotely as there was no easy way to connect to the ERP system. During COVID-19 times this was very frustrating and caused logistical challenges around social distancing.”

Solution

The LLG team was introduced to Rocket® Verastream®* Host Integrator, an enterprise integration platform that would allow LLG to automate and improve the workflow of the ERP system and translate it into different sets of web services. A proof-of-concept (POC) successfully demonstrated Verastream capabilities and the speed of implementation.

“We already leverage web services to connect different systems and the potential of Verastream soon became clear through the POC,” comments Mr. Robichon. “If we could model our invoicing system through Verastream we could automate our invoice processing, eliminate paperwork, and have full traceability directly in our ERP system. We were excited about the possibilities.” A web services automation was created without any development requirements on the ERP system. The parameters were introduced in Verastream workflows and invoices are now processed automatically with Verastream, flagging exceptions to help the finance team focus only on those.

The Challenge

Data from different web systems needed to be streamlined and automated to eliminate time-consuming and error-prone paperwork processes.



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MARCUS ROBICHON

IT Manager

Lab Logistics Group GmbH

“We built a great relationship with our Professional Services consultant,” says Mr. Robichon, commending the adapted web service that adds a delivery note to the invoices: “We didn’t have this before, and it really added value to our team. We were able to concentrate on enhancing the front-end while he modeled the back-end workflow, resulting in a fast implementation time. Our Professional Services consultant showed us how Verastream can merge data from different systems. This has streamlined our activities as colleagues would move between systems to gain an overview. Having the capability accelerates our decision making when we place new orders as we have full visibility of our history with a supplier.”

Results

Now that the LLG team can see the benefit of Verastream in its processes, it highlights other opportunities for integration. Managing the warehouse is a very paper-intensive process, with one person dedicated to entering all incoming goods into the ERP. Verastream can integrate with a .NET app installed on barcode readers which can be used to scan goods directly into the ERP system, eliminating the need for manual intervention. LLG also looks to automate purchasing processes, moving manual stock taking and inventory management processes

to Verastream which can then auto-generate reports and create purchase orders based on stock level parameters.

Marcus Robichon concludes: “Our business is growing fast and Verastream is essential to our ability to scale. We aim to fully automate processing [on] at least 40 percent of our invoices, resulting in increased efficiency and faster delivery. The additional process transparency has proved very helpful in our ISO auditing processes. Leveraging web services also means we can work remotely and although we hope the COVID-19 crisis has passed, it feels great to be prepared for anything.”

The Solution

Verastream automated workflows and invoices are now processed automatically, streamlining processes and providing an at-a-glance systems overview.

Paperless productivity

Verastream’s automated workflows eliminated paperwork and error-prone data entry of 3,500 monthly invoices.

Ready for anything

Leveraged web services means employees can easily connect to the ERP and work remotely, no matter what is going on in the world.

Scalability

Rocket® Verastream allows LLG to scale quickly. Streamlined processes and additional transparency have proven helpful to ISO auditing process.

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