

Beckman Coulter, Inc. develops and manufactures diagnostic systems that automate and innovate complex biomedical testing. Its products produce information that is used by physicians to diagnose, treat and monitor patients.



Streamlining processes and improving service for Beckman Coulter

Benefits of the SEKO Solution

- Complete logistics solution for high value products
- Integrated distribution program
- Real-time asset management system
- Data and reporting systems
- Customized crating and packing solutions
- Process engineering and compliance-based project management
- ISO: 9001 and ISO: 13485 certified



MEDICAL
CASE STUDY



“I was really impressed with SEKO MedTec’s consultative approach to our distribution needs. They simply have the best execution and customer service of all my supply chain providers.”

Avic Gonzalez – Beckman Coulter

The Beckman Coulter story

THE CHALLENGE

Planning and distribution inefficiencies, which had resulted from a Global systems conversion, were leading to incomplete or late deliveries. This placed significant pressure on Beckman Coulter's staff while negatively impacting end user satisfaction, revenue recognition, supply chain costs and new instrument sales.

THE SOLUTION

SEKO MedTec consulted with on-site field engineers and hospital practitioners before deploying SEKO best-in-class supply chain practices. This included freight consolidation at destination, phone based pre-delivery site surveys, and a dedicated customer service control tower team. The MySEKO web based customer portal was provided to all Beckman Coulter distribution centers and field logistics managers, enabling real-time shipment management and reporting. A Continuous Improvement Program was also established, in order to support regular business reviews.

THE RESULT

Order completeness and on-time delivery were drastically improved, leading to a reduction of field engineer hours required for each installation, and in corporate administrative overheads. Transportation expenses were reduced in comparison to Beckman Coulter's previous logistics provider, and event planning and human resource scheduling was streamlined through the use of the MySEKO Scheduling tool - improving efficiency of transportation, inventory utilization and human resources.



To find out how SEKO can help you transform your business, please email hello@sekologistics.com



Intelligence Delivered

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