



# m ds Customer Profile

## NEIL MEDICAL GROUP

### Long-term relationship reaps extensive rewards



In business it can be said that relationships are everything. For Neil Medical Group, a 14 year relationship with The Systems House, Inc. (TSH) is still returning benefits for both companies. Neil Medical recently completed the upgrade of their ERP software system from version 10 of the MDS software system to the latest release. This gave Neil Medical Group access to the latest features and technology while preserving the investment and customizations in their current version.

Today's health care providers are faced with one of the fastest changing marketplaces in the world. Patients, physicians, and payer sources are all looking for value, cost containment, and support. As technology changes, you need to be assured that you are kept on the cutting edge.

Meeting those needs is the goal behind Neil Medical Group and its various divisions: Long-Term Care, Medical Surgical Distribution, and Pharmacy Services.

The traditional roles of providers are rapidly changing. Long term care centers are now providing more and more short-term rehabilitation and offering extensive sub acute care services. Technology is the key to providing this extended care in the most efficient manner.

Neil Medical Group is a leading regional supplier serving the healthcare industry. Comprehensive product selection and customized services make them the distributor of choice for customers throughout the Southeast. Neil Medical carries a full line of medical supplies and equipment as well as furniture and fixtures. Their customers include health care facilities, nursing homes, home health care, and a variety of other health care providers and many medical supply retailers.

**"TSH understands our business and worked closely with us to meet our needs and the needs of our customers. We are very pleased in the manner in which we were able to upgrade, and TSH has been there every step of the way."**

**– Bobby Adams,  
Vice President,  
Neil Medical Group**

measure conversions for pricing and purchasing. This gives Neil Medical the tools to allow customers to purchase in smaller quantities, so that they can minimize their inventory and carrying costs. In turn, Neil Medical can order in the appropriate unit of measure so that they can obtain best pricing from their vendors. Neil Medical can even break cases to accommodate their customer needs and offer customer specific labeling requirements by utilizing the MDS system.

### Product and Delivery Flexibility

The MDS System allows Neil Medical Group to service customers with no minimum order requirements and price most items in the smallest possible unit of measure. The MDS systems offers transparent unit of

### Neil Medical Group

Kinston, NC  
<http://www.neilmedical.com>

**Industry:**  
Medical Supplies Distributor

**Employees:**  
55 Med Surg Division  
65 Pharmacy

**TSH Customer Since:**  
1998

**Markets Served:**

- Long-Term Care
- Physician/Clinic
- Nursing Home

**TSH Products & Services:**

- U2 Database
- MDS Application Server
- RemoteNet E-Commerce

**Key Benefits:**

- Medical Industry Specific Features
- Contract and Rebate Management
- Lot and Serial Number Control
- Industry Buying Group Affiliation
- Specialized Reporting Utilizing Integrated Crystal Reports with Real-time Information
- WMS – Warehouse Management with Location Control
- Integrated CRM and VRM
- Real-Time Inventory Control and Management for Improved Inventory Accuracy and Total ROI
- Integrated Financials
- Comprehensive Support



**The Systems House, Inc.**

*Software Solutions for Distributors*

**1-800-MDS-5556**

*continued...* e-mail: [sales@tshinc.com](mailto:sales@tshinc.com) • [www.tshinc.com](http://www.tshinc.com)

## Prompt, Accurate Response

Speed, accuracy and efficiency are hallmarks of Neil Medical operations. Fill rates in excess of 98 percent for stocked items are the norm. Operational efficiency depends on accurate, up-to-date information. The MDS system is the power behind those operations.

## Superior Customer Service

Customer service representatives do more than simply process sales orders as efficiently as possible.

Relying upon the MDS system, each representative provides a much higher level of customer care with detailed product information, answers to backorder or inventory questions, and tracking of shipments. The MDS system's computerized inventory and order entry ensure Neil Medical the quickest turnaround time on every order.

## Ordering Your Way Responding to Customer Needs

Neil Medical has learned from experience to process customer orders in the manner that best meets each client's needs. With the MDS suite, the sales funnel creates a unified pipeline for these orders. Orders can be called in or emailed directly to a customer service representative, faxed on a customized order form generated based upon customer preferences or sales history, or via the RemoteNet Web interface to MDS. RemoteNet provides 24 hour access to customer information via the Neil Medical website. Lastly, Neil offers a specialized ordering system developed in-house that seamlessly interfaces with their MDS system called "COMMAND".

The MDS system offers multiple interfaces to third party ordering systems or can provide those services directly. Due to the open systems interface, MDS can be configured to work with a variety of systems.

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All of these methods funnel sales orders directly to the warehouse, allowing the MDS system to remove time spent manually reviewing inventory levels and ordering supplies. Information is then available both online and via reporting tools for customers to track usage of supplies for billing and accounting purposes.

MDS offers multiple options for generating monthly invoices itemizing each customer/patient's usage and billing the appropriate payer as well as tracking expense codes. This streamlines the entire sales cycle to maintain efficiency, in turn saving money by optimizing inventory levels and eliminating excess stock both at Neil Medical and the customers they service.

The impact of ERP upgrades is often huge and represents a massive investment by a company in a software vendor. Bobby Adams, Vice President of Neil Medical Group recalls, "I had the confidence that TSH would not let me down, and overall I was very pleased with the results."

Neil Medical has leveraged both their existing investment and the latest in technology while building on a 14 year old business relationship. TSH and Neil Medical Group have partnered to utilize best of breed business practices and software to allow both companies to reap the benefits of their existing relationship, while building a foundation for the future.

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For more information on Master Distribution System and Warehouse Management System from The Systems House, Inc., contact TSH at 1-800-MDS-5556, or email [sales@tshinc.com](mailto:sales@tshinc.com)

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