

Med Roma

Client Case Study

Med-Roma provides urgently needed medical supplies to many hundreds of clients in the Gauteng region. It is imperative that orders are delivered when they are required.

An efficient despatch process together with timely deliveries can be achieved by using reliable, cost effective services. All this is has been achieved by using IFS SmartFreight® Express.

'If it wasn't for IFS SmartFreight I would have a headache every day of my life "

Carl Venter
Owner, Med-Roma CC
30 Old Farm Road, Nottinghill, Faerie Glen, Pretoria,

Summary

Key Objective: Standardisation of the Despatch Management System to streamline operations regardless of the transport couriers used.

Key Achievement: Improved despatch efficiencies while ensuring consignment address labels and waybills are electronically printed.

Industry: Distribution of medical supplies and related requirements for rapid, timely delivery.

Solution: IFS SmartFreight® Express.

Provider: Interactive Freight Systems - South Africa

Client Overview

Med-Roma specialises in supplying doctors, orthopaedic specialists and hospitals with specialised varicose vein stockings, abdominal binders and specialised bandages and general medical supplies.

Med-Roma aim to rapidly respond to their clients' needs for specialised medical equipment and a fast cost effective despatch process is an integral part of the solution for the medical industry.

Objectives

To streamline despatch operations to a unified single system across all couriers.

- Reduction in manual effort spent on despatching processes.
- Ability for the solution to allow for a single seamless process in our medical warehouse.
- Automatically printing labels, waybills and run sheets.
- The need to automatically and seamlessly choose the fastest delivery option at the best value.
- Improved customer service response times and to accurately answer clients enquiries on freight movements.
- Manage the complex variety of courier labels and destinations.

Solution

- IFS SmartFreight® Express with its focus on a simple, efficient despatch processes.

Achievements

- Significant freight cost savings through operational efficiencies.
- Ticketless courier options eliminating pre-paid manual labels.
- All pre-paid courier labels are provided electronically.
- Labels are automatically allocated based on delivery address.
- Instant access to freight information through SmartFreight® Express.
- Reporting capabilities providing valuable insight.
- Improved customer service.



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