



CPC DIAGNOSTICS

PRODUCTS AND SERVICES TO THE CLINICAL LABORATORY INDUSTRY

CASE STUDY

CUSTOMER

CPC Diagnostics

INDUSTRY

Provider of Clinical Products and Services

SOLUTION

Compiere On premise

“As on Dec 2013, CPC CCHS ERP web version was successfully implemented, the core ticketing management system of CPC Diagnostics”

- CPC Diagnostics

HIGHLIGHTS

For Companies choosing the right ERP is a key decision with their business process fitting correctly into the selected ERP. Careful analysis by CPC IT Team and Tenth Planet consultants made sure the majority of the business process fits into the Compiere system.

Key objectives for the ERP Implementation:

- CCHS is a centralized call handling system which helps CPC to provide support to customer on the issues reported against the instrument sold
- To manage the ticketing system in a better and efficient way
- To track CPC service engineer activities like performance, utilizations on a daily, monthly and on need basis
- Ability to track how many issues are raised by the customers for a given period
- Ability to track which customers are raising more issues
- Ability to track when the customer will call the service engineer and report an issue and when the issue has been resolved by the service engineer
- Ticket Management support below categories for achieving service level agreements
 - » Break Down calls
 - » Scheduled calls
 - » Tech Support
 - » Indirect Ticket
- To streamline the CPC CCHS ticketing system

CUSTOMER DETAILS

CPC Diagnostics Private Limited is a provider of Products and Services to the Clinical Laboratory industry and their products include Analyzer, Reagents and Washers. CPC's experience and expertise that is gained since its inception in 1987 has made them a respected and trusted organization.

CPC Diagnostics owes a lot to its dynamic team of management, staff and advisers who have worked to provide their customers with outstanding support for its Products, Post Sales Service or Guidance.

PROPOSED SOLUTION

- Customize the request module for the implementation of the Ticket Management system
- Leverage the feature rich functionalities of the web Compiere ERP
- Intuitive interface to easily access information
- Flexible document types, to fit the business process
- Use of application dictionary and meta data, to reduce coding
- Open API's to send and receive data with third parties
- Multi user environment with concurrent transactions
- Flexible reports for Management of the status of the tickets

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SOLUTION IMPLEMENTATION

- » Tenth planet followed the phased approach, in getting the project live in different phases, as opposed to implementing everything in single phase.
- » The functional areas of Centralized call handling system were implemented and put into user testing, within 90 days.
- » Tenth planet followed the process framework Ten10, a service request based delivery model to ensure quality at the micro level.
- » Releases were controlled through standard operating procedures and appropriate acceptance at every level

INTEGRATION WITH THIRD PARTY SYSTEMS

ITRACK INTEGRATION

iTrack Integration done with Compiere. If fully automated instruments have any problem, system will automatically send the log into iTrack system. CPC Service engineers will fetch these logs and create the ticket in CCHS system.

Technology used for iTrack integration is through the Web Services (Servlets).

INTEGRATE SMS

A system to send and receive SMS to the various users of CPC. After the customer creates a ticket in CCHS directly, an SMS containing the details of the ticket is sent to the Service engineer similarly for iTrack tickets also SMS is sent to respective iTrack engineers

Web services technology is used to integrate SMS.

TECHNOLOGY

Tenth planet selected the professional edition of Compiere product and use API's to integrate the CCHS and iTrack applications.

With raise in the volume of incidents over the last 4 years, the Compiere ERP has withstood the challenges and a clear case study of a successful Compiere Implementation is witnessed here.

SUPPORT

Tenth planet has been providing support over the last 4 years, for the incidents reported in the Compiere ERP. The incidents could be data issues, user action or minor changes in functionality and reports.

Tenth planet's support and deliverables has ensured compliance for the IT system by external audits.

METHODOLOGIES

- An integrated project management tool, Base camp
- communication via mobile
- Incident management using Bugzilla
- Consistent Deliverables – Key7
- Approval process for roll outs
- Detailed standard operating procedures
- Proper closure and sign off process

COMPIERE ERP OUTCOME / RESULTS

- By implementing the Compiere ERP into CPC Diagnostics, there is an increased level of customer support.
- Able to track Service engineers Performance and utilizations
- Streamline the issue tracking for customers
- The ERP supports the CPC system without any major change in the current system.
- Automated creation of iTrack tickets instead of manual creation of those tickets
- Improve the quality of customer support using service level agreements

FUTURE PLANS

- Maintaining the core ERP product with fixes for posting errors and other issues.
- Development of new core ERP product in web version with new set of functionalities.

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