



Case Study – Medical Device Distributor

This BellHawk client distributes medical supplies to hospitals, clinics and doctors offices. These medical supplies range from gowns and gloves to surgical instruments. A major part of this client's activity is making up kits for specific procedures. This includes molding some parts in their own plastic molding department. They also offer instrument calibration, refurbishing and disposal services.



This client operates a number of distribution centers in different parts of the USA. A critical part of this client's competitive position is to enable its customers to minimize their inventory by providing quick-turnaround replenishment services.

Before this project started, the client was using an obsolete ERP system that they had heavily customized to meet their specific needs. The server computer on which this ERP system was running was obsolete and the operating system was no longer supported. This client decided that they would upgrade to the latest version of this ERP system and then use BellHawk to add the wireless mobile computing and barcode tracking capability that they needed.

The reasons that this client chose to implement a BellHawk system were:

1. The need to track inventory in real-time by lot number and serial number.
2. The need to track picking, packing and shipping of customer orders in real-time.
3. The need to assign orders to specific plants but to ship items from other plants, when needed.
4. The need to have raw material traceability for component molding and kitting.
5. Ability to use mobile computers in a complex of old buildings with many wireless communications blind spots and buildings without wireless coverage.
6. Ability to use wireless computers to record operations at remote sites but to have a single central inventory tracking database that was linked to their Sage ERP system.

This project was performed by a BellHawk Solution Partner which was also the sales and support organization for the Sage ERP system. The first step in this project was to upgrade the ERP system, which took considerable time. Then the partner tightly integrated the client's BellHawk system with the ERP system using the BellHawk DEX interface.

This BellHawk implementation started in receiving in this client's main facility and then progressed through the warehouse to the picking, packing and shipping operation. This client is now expanding its operations to link in its remote distribution centers. The next phase for this client is to integrate raw materials traceability in its kitting and molding areas.

In this successful collaborative project, the BellHawk Solution Partner has provided all the installation, integration, training and support services. BellHawk Systems did the original tracking system's design and provided software customization services.

For more information about BellHawk, please see our website at www.BellHawk.com. For a free consultation on how to solve your barcode tracking problems, please call 508-865-8070 x302.