

Medical Device Manufacturer Significantly Increases Headcount & Sales with SAP Business ByDesign

Challenge:

New World Medical (NWM), a developer and manufacturer of cutting-edge glaucoma surgical devices needed a system that could handle their complex, rapidly growing business.

Solution:

SAP Business ByDesign provided a fully-integrated, extensible ERP solution with a one-step reporting process, giving complete visibility to all key stakeholders of NWM.

Result:

Through better visibility and reporting, NWM's sales grew by 200% over three years and their headcount increased from 25 to 120 employees. Their processes became more streamlined and efficient resulting in employees transitioning to more value-driven tasks.

New World Medical (NWM) is a developer and manufacturer of cutting-edge glaucoma surgical devices based in Rancho Cucamonga, California. Their story began over 30 years ago in Nigeria where Dr. A. Mateen Ahmed treated patients suffering from onchocerciasis and dedicated his life to alleviating ophthalmic ailments. He soon moved to California, where NWM was born with the mission to preserve and enhance vision by delivering innovations to benefit humanity.

Today, NWM delivers on this mission with their four flagship products the Ahmed[®] Glaucoma Valve, Ahmed ClearPath[®], Kahook Dual Blade[®], and KDB GLIDE[®].



Industry: Medical Devices & Equipment

Size: 150 Employees

Location: Rancho Cucamonga, California

<https://www.newworldmedical.com/>

One-Step Reporting for Increased Visibility

Before implementing SAP Business ByDesign, NWM was using multiple rudimentary systems including Sage Pro and Excel to manage their business. The silos between these systems resulted in manual data entry errors and were not sustainable as they continued to grow rapidly. NWM identified the need for an advanced ERP solution that was able to scale and enhance communication and decision-making throughout their company.

NWM decided to partner with RTech, now part of VistaVu Solutions, based on their understanding of their complex business model and requirements. Prior to the start of their project, VistaVu identified key goals including making reporting a one-step process to provide visibility to all key stakeholders of NWM. Throughout implementation, NWM's entire business was migrated over to SAP Business ByDesign to provide a fully integrated, extensible ERP that gave NWM access to live financial statements, inventory, and visibility into sales and production.



"In three years, our company's sales grew by over 200% and our headcount grew from 25 to 120 which is a testament to what the power of SAP Business ByDesign did for us. It has been a gamechanger to have so much useful data a few clicks away."

Bilal Khan, CEO

Integrating Concur to Support Growth

After implementation, NWM adopted Concur to manage their growing sales team, and while this integrated with ByDesign, it still required NWM's finance team to spend time manually mapping expenses, matching journal entries, and more. NWM worked with VistaVu to better integrate Concur into ByDesign to create a fully integrated system.

VistaVu came up with a new process for NWM that would not only make things easier to process but would eliminate manual and time-consuming work that the previous Concur process entailed. This integration and data flow provided automation that seamlessly brought all expense reports over from Concur into SAP and automatically created the reimbursement and expense entries as well as any paid by company credit card expenses on supplier invoices. This entire posting process was now automated, freeing up the finance team from having to gather and convert data.

As a result of this integration, the accountant previously responsible for these tedious, manual transactions was able to move into a more managerial position – monitoring and reviewing the posting to ensure accuracy. Jennifer Myer, Controller at NWM saw that "Having a completely integrated financial system was huge. Then adding on tools like Concur has maximized efficiency and allowed our accounting team to help streamline the entire company's processes and reporting."



Continuing Their Mission of Benefiting Humanity with Cutting-Edge Products

NWM's fully integrated system allowed their entire management team to utilize data to make better decisions that led to increased growth. Since go-live, NWM's CEO Bilal Khan identified major changes in their business, "In three years our company's sales grew from 25 to 120, our accounting team went from one to four and we were able to focus our resources on driving revenue growth. This is a testament to the power of what SAP Business ByDesign did for us. It has been a game-changer to have so much useful data a few clicks away." In addition, NWM was able to invest in additional R&D and engineering staff to develop new, cutting-edge products to continue their mission of benefiting humanity. The adoption of a more sophisticated, integrated ERP system has been an important catalyst for NWM to reach more patients and grow its business globally.

About VistaVu Solutions

VistaVu Solutions is an employee-owned services and solutions provider focused on emerging technology, innovation, and solving critical mid-market business challenges across various industries. VistaVu is one of the largest SAP mid-market gold partners across North America and supports unique add-on solutions for whole distribution (Resolv) and industrial field services (FieldVu).

Contact Us

Toll Free: 888-300-2727

Email: vistavu@vistavusolutions.com

Web: www.vistavusolutions.com