



# MACGILL DISCOUNT NURSE SUPPLIES



MACGILL'S IMPLEMENTATION OF THE VARIOUS BUSINESS SOLUTIONS RECOMMENDED BY BAASS HAS RESULTED IN HIGHER CUSTOMER LOYALTY AND LOWER OPERATING COSTS.

Since 1904, MacGill Discount Nurse Supplies has earned a reputation for selling top-quality medical supplies and equipment at discounted prices. For over 100 years they have used their experience and resources to provide prompt and personalized attention, and great products at even greater prices. When MacGill learned that the Unix-based software solution they had been using for some time was being discontinued they wanted to find a new application that could meet their unique order entry and inventory needs. They ultimately chose Sage 300 ERP because it would allow them to streamline and automate all of their business processes.

## **MacGill's Systems Taking too many Sick Days**

Unfortunately MacGill's new system was not properly configured by their original service provider. Operating on a non-optimal

database platform, MacGill experienced 1-2 hours of downtime each day as a result of system crashes. Luckily, this is when they found BAASS in 2005. Dan Plisk, IT Manager for MacGill Discount Nurse Supplies recalls, "BAASS was great from the start and has been throughout the entire process. They are truly experts in their field and can always answer any questions we have. They took the time to learn every aspect of our business in order to ensure we were getting the very best out of our ERP solution."

## **BAASS Business Solutions Inc. Provides a Cure**

BAASS went right to work modifying MacGill's platform, processes, forms and reports. "The BAASS consultants were always challenging us to take a closer look at the way we do things and offered recommendations to improve our processes by making them more efficient. They enabled

us to exponentially enhance the way we process purchasing, invoicing and order fulfillment. The team at BAASS provides us with new ideas to keep us moving forward," stated Dan.

Tony Chiodo, Partner for BAASS Chicago Offices added, "Once we got MacGill on the appropriate database platform and their system updated and stable, it was important to enhance their knowledge of their Sage 300 ERP solution. There was so much more it could do for them - it was just a matter of helping them improve their business processes and aligning them to their technology in order to give them the fastest and highest possible return on their software investment." To save MacGill time, BAASS built custom indexes to help them look up previous orders faster. Tony explains, "They have a large database and very heavy order entry volumes with repeat orders

sometimes coming as far apart as every other year. We were able to help them drastically cut down their research process when looking up previous orders with these new indexes.

In addition to the enhancements with the ERP software, BAASS was able to recommend further improvements to MacGill's operations to save them time and money. First, BAASS implemented a printing solution that allowed MacGill to print onto plain paper instead of having to purchase costly pre-printed forms. This solution also enabled MacGill to route various copies of printouts to different printers throughout the facility, thus improving the workflow. In addition, this solution provided an electronic version of the forms which saved postage because we were now sending our forms directly to customers and vendors via email. Dan added, "We previously purchased about 40-50 cases of pre-printed forms per year and now we're purchasing zero. If you also include additional savings in postage, forms and personnel time, that's a cost savings of tens of thousands of dollars."

Next, BAASS helped MacGill implement a bar-coding solution which eliminated the need to enter item numbers by hand; thus making the process 100% accurate, and faster. Of this, Dan exclaimed,

"We've probably reduced our workload by about 15%, and we greatly decreased the occurrence of shipment errors!" BAASS also implemented an e-commerce shopping cart solution that is fully integrated with the accounting solution. MacGill no longer has to print out orders and re-key them into their system. "With this new solution, we have been able to increase our website sales by about 20% and it is very easy to manage. Even I can administrate it and I'm not a web specialist," laughed Dan. "Over the past 5 years MacGill's implementation of the various business solutions recommended by BAASS has enabled us to lower costs and increase operational efficiency," stated Dan. This has enabled MacGill to keep their promise of delivering an exceptional customer experience and value to their customers. Dan concluded, "I have recommended BAASS on several occasions. They are a company you can trust to make the best recommendations for you as a customer. We are able to get support when we need it and that is very important to our ability to enhance customer satisfaction and retention. And the best part is the way they will challenge you to analyze your business processes in order to gain more efficiencies and a competitive edge."



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- Dan Plisk

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