

## SAP Customer Success Profile Life Sciences – Pharmaceuticals



## HANSAmEd



Ontario-based HANSAmEd Limited, leading supplier of dental products to the Canadian market, wanted to provide better service for its 3,500 customers and integrate its front-office functionality with the inventory software. Its choice – the SAP® Business One application – also facilitated HANSAmEd's compliance with Health Canada regulatory requirements.

### AT A GLANCE

#### Key Challenge

Seamless integration of customer relationship management functionality with the inventory management software

#### Project Objectives

- Provide better information and service for customers
- Ease tracking of lot numbers to comply with Health Canada regulatory requirements

#### Why SAP® Solution

- High integration potential
- Excellent support services

#### Implementation Highlights

- Ambitious go-live, on schedule within 6 weeks of project start
- First installation of the SAP® Business One application in Ontario, Canada

#### Key Benefits

- Access to key data
- Ability to quickly generate the critical numbers used to track business targets
- 15% increase of inside sales productivity
- Real-time inventory status

#### Web Site

[www.hansamed.net](http://www.hansamed.net)

#### Industry

Life sciences – pharmaceuticals

#### Solution and Services

SAP Business One

#### Existing Environment

- SAP NetWeaver® Business Intelligence component
- Act! contact management software
- Platinum for Windows

#### Third-Party Integration

- Database: Microsoft SQL
- Hardware: IBM
- Operating system: Microsoft Windows

#### Implementation Partner

Coastal Range Systems

**“Seamless integration of front-office software with our inventory management software enabled us to increase our inside sales productivity by 15%.”**

Maik Rehfeldt, CEO, HANSAmEd Limited

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