



## Customer Profile

# Denver Health saves money, time with Infor Lawson Supply Chain Management.



## Facts at a glance

**Solution:** Healthcare

**Products:** Infor™ Lawson Supply Chain Management, Infor Lawson Mobile Supply Chain Management, Infor Lawson Mobile Supply Chain Management Receiving and Delivery

**Industry:** Healthcare/Hospitals and Health Systems

**Country:** USA

“Now I know which supplies came in—and I can find out where a package is located.”

—Kathy Clasen, Inventory Control Manager,  
Denver Health

## About the organization

Denver Health Medical Center is the Rocky Mountain Region's level one trauma center and the safety net hospital for the city of Denver. Twenty-five percent of all Denver residents, or approximately 150,000 individuals, receive their health care at Denver Health. To learn more, visit [www.denverhealth.org](http://www.denverhealth.org).

## Challenges

- Keep costs under control.
- Support just-in-time delivery model with accurate information regarding location and ETA of critical supplies.
- Track received packages beyond the loading dock.
- Reduce re-order and courier charges due to lost packages.
- Automate receipt, system integrity, and self-service look-up for customers.

## Benefits

- Realized \$18,000 in annual savings on time spent tracking and locating missing packages.
- Reduced headcount by two FTEs—due, in part, to efficiencies gained.
- Tracked electronic signatures on all deliveries.
- Increased customer satisfaction scores by 20%.
- Expanded system beyond supply chain to include mailroom deliveries, as well.

“It was always disturbing to me that you could have companies like FedEx or UPS track packages around the world, yet when packages hit our dock door, we wouldn't be able to find them in our own hospital.”

—Philip Pettigrew, Director of Materials Management,  
Denver Health

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