



Surgical instruments delivered with precision. **Check.**

Company Name

ConMed Linvatec Canada

Head Office

Mississauga, Ontario

Industry

Health Care

Benefits

- Consolidating freight and courier shipments with one provider allows ConMed Linvatec to improve efficiency by 19% through streamlined operations, decreased administration time and reduced shipping costs.

- By contracting freight services with a single provider, ConMed Linvatec saves close to 8% in operational and administrative costs.

- Delicate surgical instruments are effectively handled with Purolator specialized services and delivered to hospitals using Purolator Express® 9AM and Purolator Express® 10:30AM services.

ConMed Linvatec Canada (ConMed Linvatec), a division of ConMed Corporation, manufactures and distributes medical goods for orthopaedic and endoscopic applications to hospitals and clinics, in addition to operating a repair facility in Mississauga, Ontario.

Summary

With customers across Canada, ConMed Linvatec needed a logistics supplier with the flexibility to meet varying delivering requirements. Providing speed for urgent shipments and cost-effective delivery of palletized orders while ensuring delicate equipment is handled with care, ConMed Linvatec gets the delivery options it needs with Purolator.

Challenges and solutions

"We ship about 58,000 packages a year and have thousands of products. A lot of our shipments are needed for surgery the next day," says Adrian Jess, Director of Technical Services and Logistics at ConMed Linvatec. "We were happy with Purolator for our courier services but we were using a bunch of different companies for our freight shipments and it was always a headache."

ConMed Linvatec chose Purolator as its single-source solution for all of its shipping needs after having built a long-standing relationship that dates back to ConMed Linvatec's founding in 1998.

When Purolator began offering freight services, ConMed Linvatec was quick to sign up. Jess estimates he saves close to 8% annually in freight administrative and operational costs by consolidating his freight shipments with a single provider. "We also get improved shipment visibility and better customer service," adds Jess.

"Having a freight option is an important feature for us," says Jess. "We try to keep everything under one roof. Splitting up the business doesn't make sense from a financial or service standpoint. It's just a headache having to deal with two or three different shipping companies."

"Purolator's freight service is solid and I couldn't be happier," adds Jess, noting Purolator instituted a process that identifies fragile or time-sensitive cargo to ensure special handling.



On-time deliveries preserve customers

Hosting educational labs, training sessions and trade shows are “the lifeblood of our industry.” Jess says, missing these events can impact business for years to come.

“We really can't 'afford' lost or damaged goods. Missed deadlines could mean clients look elsewhere. And, if your equipment doesn't arrive on time or is damaged, your competitors are ready to jump in,” says Jess. “The processes Purolator Freight® put in place for handling time-sensitive or delicate equipment have negated any worry.”

Consolidation improves service, saves money

Since its freight and courier services are now handled by one logistics provider, ConMed Linvatec can offer options to customers that balance delivery deadlines and cost.



“If the delivery is needed for next day, we use Purolator Express® 9AM or Purolator Express® 10:30AM. Purolator Freight also gives us a great option for palletized orders because the savings can be significant,” says Jess. “Streamlining our supply chain with Purolator has allowed us to improve efficiency by close to 19% through operational and administrative savings.”

Packaged to protect

With small products that can cost upwards of \$15,000, careful handling is critical. “We've had Purolator experts help us improve our packaging processes. Purolator's support has been fantastic,” says Jess.

Equipment loaners received rapidly

When a piece of ConMed Linvatec equipment is sent in for repair, hospitals can't perform surgeries until the tool is repaired and returned. ConMed Linvatec can send out replacement equipment on loan using Purolator, allowing the hospital to perform its scheduled surgeries.

“We did about 11,000 repair orders last year and shipped out almost 2,000 loaners,” recalls Jess. “With Purolator Express®, we benefit from Purolator's coverage across Canada and its service guarantee.”

“We pride ourselves on being able to help our distributors at the drop of a hat and you can only do that if your shipping company helps you deliver on those promises.”

Adrian Jess, Director of Technical Services and Logistics

Seamless technology integration

When ConMed Linvatec adopted a new enterprise resource planning (ERP) system, it wanted to fully integrate its shipping solution. Purolator provided dedicated on-site support to integrate Purolator E-Ship® Web Services seamlessly with the ERP system. The integration gives ConMed Linvatec's management access to a wide range of specialized reports to keep track of business in real time.

“Purolator has kept pace with technological innovation,” says Jess, noting ConMed Linvatec no longer fills out manual waybills. “The tie in to our ERP system is slick and has really improved efficiency.”

Stellar service aids growth

“Beyond pricing, the other thing we've been thrilled about is that Purolator has collaborated with us on a variety of other shipping needs,” says Jess. “They help us come up with solutions to ensure our success.”

A piece of ConMed Linvatec equipment needed for Monday surgery in Calgary was inadvertently sent Purolator Ground® instead of Purolator Express®. ConMed Linvatec found the error Saturday morning and called Purolator for help. By adding a second driver in Winnipeg, the truck arrived at the Calgary depot early and was prioritized for unloading Monday morning. ConMed Linvatec's package was found and loaded onto a delivery truck for 9 a.m. delivery to the hospital.

“It was above and beyond the call of duty,” says Jess, noting that with dedicated customer service representatives, drivers, sales representatives and regional managers, ConMed Linvatec knows Purolator will deliver “when the chips are down.”

ConMed Linvatec revenues have increased five times and staff levels have grown from 12 to 40 employees since it was founded in 1998, and Jess says “Purolator has played a big part in that growth and success.”

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ConMed Linvatec looks forward to continuing to work with Purolator to provide ConMed Linvatec customers with the shipping services and logistics support needed today and in the future.