



Case Study



BACKGROUND

Omnicell (OMCL) is a leading provider of technologically advanced automation that enables health care facilities to acquire, manage, dispense, and deliver medications and supplies more effectively. Omnicell automation is utilized from the point of entry into the hospital to the central pharmacy, nursing units, operating room, procedural areas, and patient bedsides – as well as utilized in non-acute care sites.

CHALLENGE

Omnicell had a service management solution that was implemented in the late 90s. While it served well for several years, the solution was no longer upgradeable and was running on platforms that were no longer supported. The changing nature of customer service required Omnicell to look for a new solution that provided multi-channel capability, field service mobility, stronger contract management features, and better integration with SAP CRM and ERP. The solution would need to address users' requirements in various departments, including Customer Service, Technical Support, Field Service, Contracts Management, Reverse Logistics and Management Reporting.

HOW ECENTA HELPED

Omnicell evaluated vendors for their new Service Management System and ultimately chose SAP because of its robust coverage of their requirements as well standard integrations. Within 12 months, ECENTA enabled Omnicell to successfully migrate from a legacy solution that was in place for 15+ years to a strong new solution, giving the company new modern capabilities to enhance their customer service experience, and increase revenues from their contracts sales process.

CLIENT

Omnicell Inc.

SCOPE

Implementation and Integration

PRODUCTS

SAP Service Cloud





HOW ECENTA HELPED (Continued)

ECENTA helped implement key capabilities including master data integration with SAP ERP and CRM, customer, contact, and equipment hierarchies, data for materials and contracts, and processes for customer support and technical support.

ECENTA also helped deliver field service processes for mobile (both online and offline), work order management, resource dispatch workflows, parts ordering, truck stock usage and receipt, time and material confirmations, and integration to SAP ERP for follow-on processes.

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Omnicell Inc.

SCOPE

Implementation and Integration

PRODUCTS

SAP Service Cloud



RESULTS

Technical

- Delivered CTI integration with functionality for self-service portal, ticket escalation, dispatch to the field technician, and knowledge base integration
- Delivered reverse logistics processes for part orders, defective returns, and pure returns
- Delivered custom reporting in C4C and in MS-SQL based on data extracts from C4C
- Migrated data to ensure key information from legacy environment continues

Business

- Reduced man hours needed to administer new contracts, contract renewals, and contract tracking
- Boosted opportunity management by integrating with SAP ERP for billing, revenue recognition and pricing