

Customer CONNECTION

MMS Customized Customer Solutions

MMS has one priority: bringing our customers value based on our expertise in health-care product management. MMS's Customer Connection connects you to all the data and expertise that empowers us to help you. Customer Connection is your link to the data and services you need so you can focus on your priority – Patient Care.

Experts in Servicing the Entire Continuum of Care in Institutional and Office Settings

- A proven track record of supplying product and services to all markets across the healthcare spectrum
- Experience servicing, integrating and tracking not only customers with multi-sites, but customers with multiple Provider missions (e.g., IDNs, ACOs)
- Breadth of products support both unique market needs and enable consistency across multiple points of care
- Authorized distributor for most major GPOs in all classes of trade

Experts in Distribution: Efficiently Acquiring, Delivering and Managing Inventory

- Assessing and streamlining the total supply chain: manufacturer to end-user
- Optimizing technology
- Outsourced project and logistics solutions
- National network of distribution centers

Our Team: Trained, Experienced and Dedicated to Proactively Partner with Customers

- Front Line Sales
- Customer Service
- Distribution Center
- "Hands-on" Management
- Provider Channel Experts

Our Commitment to Customer Specific Solutions

- Delivery Models
- Reporting/Savings Analysis
- Formularies

MMS's commitment to customers, and our proven ability to evolve with them for continual improvement, is evidenced by the longevity of our customer relationships. We have been servicing many for over 20 years. MMS delivers on our commitment to excellence.



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Using MMS logistics expertise to optimize process efficiencies at every provider site.

Product Service Models: EVERY site is different.

- **Bulk**
Traditional delivery in cartons or cases. Ideal for sites with a need to keep quantities on-hand.
- **Low Unit of Measure (LUM)**
A service model specifically designed for complex, high volume cost centers, with space restrictions and EDI connectivity. With LUM, inventory and management of supplies is outsourced to MMS and customers receive daily replenishment, in order to maintain 48 - 72 hour par levels.
- **Hybrid**
Uniquely, MMS experts work with customers to determine the most cost effective, and staff friendly solution, for each cost center and each site. MMS can implement a custom solution providing both Bulk and LUM service within a facility, specific to departmental needs.
- **Cross-Docking**
A service that allows our customer to use our distribution centers to receive and aggregate products not purchased from MMS.
- **Inventory Management**
Software that works with any delivery model to track and control usage, simplify ordering, capture patient specific charges, and generate custom reports.

On-Site Materials Management: The often unrecognized cost of product is the time spent, particularly by clinical staff, managing product...not patients.

Ordering Alternatives

- Phone/Fax
- MMS Website - Internet ordering is fast and easy: Your pricing, your shopping list
- EDI
- Healthcare Intermediaries, e.g., GHX

Order Tracking, Status, History

- Receive regular, actionable reports on your key measurements.
 - Management Summaries
 - Multi-Site Aggregation
 - Detailed Spend Data, Sorted by Site, Vendor or Product Category
 - Drive Standardization
- Every customer can visit our password protected website to:
 - Check Order Status
 - View Proofs of Delivery (P.O.D.s)
 - View and Download Order History
 - Explore Product Alternatives or Shop for New Needs

Receiving/Inventory Management

- Interface with your system: invoices and packing slips show your item numbers
- Incorporate bar-coding and PAR levels for both inventory management and charge capture
- Three-way electronic match for purchase order/receiver/invoice.

Organizing Your Storerooms

MMS core competency is distribution logistics. We can help you



organize your storerooms so that you have what you need, can find it when you need it, and know when to replace it. We can assist with bar-code technology and PAR levels, or basic organization.

In-House Warehousing

If you have your own warehouse, or are considering one, MMS Logistics experts can help you assure that you optimize your processes and accurately capture all the operational costs.

Or, you can out-source your warehouse to MMS. Use our experienced team and state-of-the-art systems to get out of the infrastructure management business, and see measurable savings while maintaining the control and customization you need.



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Location specific, outsourced, just-in-time inventory management. Daily replenishment for high product usage areas with minimal storage.

Low-Unit-of-Measure (LUM) Customers Receive:

- An in-depth facility financial and logistics analysis as to which locations can be serviced most efficiently by daily replenishment in totes or in a more traditional, bulk, delivery model. Most facilities require a “hybrid” system, which MMS is uniquely able to support.
- Totes delivered daily with products ordered the previous day
- 99%+ fill rate
- 99%+ picking accuracy
- 5 day delivery (more if necessary)
- Products delivered in the unit of measure it will be used in (saving cost of excess packaging, unneeded inventory and staff time)
- Elimination of need for a large product storage area
- Elimination of concerns about outdated or obsolete inventory
- Significantly reduced cost of inventory on hand
- Frequent and detailed reporting

Requirements for LUM

- EDI capability
- Customer’s Management and IT commitment to partnering

Track Record of Savings and Reliability

- MMS has been providing LUM service to many customers for more than 10 years
- Fulfill more than 25,000 Low-Unit-of-Measure lines per day
- References upon request

Cost of LUM

As with all MMS services, MMS will work with each organization to develop a custom plan that reflects a facility’s payment preferences as well as the best quantifiable ROI. Common service fee models include:

- Activity Line fee
- % of product price
- Monthly fixed administrative fee

LUM Implementation

MMS’s extensive experience in the implementation of LUM service guarantees a transition that does not impact patient care. Our unique project management template assures full implementation, including staff training, in less than 90 days when transitioning from a traditional stocking model and less than 60 days when converting from another LUM program.

