



Hunt Regional

Multiview ERP Case Study

In the United States
New York, New York 10036
646-701-5050

In Canada
Ottawa, Ontario
1-800-463-8439

1-800-645-1910
sales@multiviewcorp.com
www.multiviewcorp.com



Background

Hunt Regional Healthcare, located in Greenville, TX, is an integral part of the bustling healthcare community in North Texas. With a team of 1500+ professionals, the hospital, off-site ERs, urgent care, doctor's offices, and imaging centers form a comprehensive network. The hospital offers diverse services, including orthopedic and general surgery, urology, neuro, and a Cancer Center. Additionally, it provides EMS services for the entire county and holds certification as a stroke center. Inpatient acute rehab services are also part of the hospital's offerings.

The Supply Chain Department, comprising 23 members, ensures seamless operations across a 45-mile radius. **Bill Robinson, the Director of Supply Chain**, leads a team responsible for Hunt Regional's supply chain and its expansion. The department is split into Eastern and Western divisions, each with its own Operations Manager and technicians.

Challenges

Hunt Regional Healthcare faced significant challenges with its old supply chain system. The outdated green screen DOS-based system provided limited data access until the end of the month, leading to errors and preventing proactive issue resolution. Its lack of compatibility with other systems made processes cumbersome, and generating daily reports was impossible. The system remained manual and unwieldy despite relying on a band-aid fix with automation and customization.

In this system, data analytics and reports were only generated monthly or biannually, making agile inventory decision-making impossible. There was also no way to break down or filter by doctor schedules, hindering accurate usage analysis. Other contributing systems averaged data, resulting in misleading and inaccurate inventory values. These challenges prompted the organization to pursue a more robust supply chain system for real-time data access, seamless integration, and efficient automation.

“Our process prior to implementing Multiview Materials Management was archaic, like being in the Flintstones’ Bedrock and moving to the Jetsons. We’ve transitioned from the 1980s into the 21st century.”

Selection and Implementation

Hunt Regional Healthcare handles a high volume of inventory, **processing nearly 80 purchase orders daily!** During their supply chain system evaluation, they compared their server supply chain module with Multiview Materials Management. They opted for Multiview's Materials Management because of its extensive capabilities and potential for growth.

The seamless integration with Multiview ERP helped them manage the high volume of work flowing between accounts payable and handle thousands of daily transactions between inventory, purchasing, and invoicing. They were also interested in the potential for a paperless environment and the system's ability to handle high transaction volumes. Multiview offered the perfect balance of growth and flexibility for their needs as a small, independent facility.

“One of the things that I really loved about Multiview Materials Management when I first saw it was the deep potential for a paperless supply chain.”

Partnership/Customer Support

Bill and his team report that their implementation team was fantastic, including their assigned implementation specialist, Gen Owens, who also worked with them on the ERP AP side. Multiview's Doug van Houten, their Materials Management Implementation Consultant, provided unique one-on-one training and step-by-step instructions tailored to their needs. Bill noted that, “Even after the go-live, Doug and Gen continued to support us, going above and beyond. Their dedication and support made the entire process amazing.”

“It was just a great process of implementation. They were a great team to work with.”

During implementation, Bill raised concerns about the handheld barcode scanners he saw at the IMUG conference. While the demo showed users scanning boxes, he quickly spotted a key improvement opportunity. In his facility, once a receipt for a specific Purchase Order (PO) is started, you can't switch to another until it's complete. This isn't practical for an operation of their size, where pallets frequently contain multiple POs.

Bill urged Multiview to enhance the system, allowing users to scan each box independently and close out multiple POs at once. The current setup may suit smaller facilities, but it falls short for his operation, which handles eight pallets daily, often with ten to fifteen different POs. **Multiview's support team recognized this and committed to making the necessary improvements for Bill's organization.**

“One of the amazing things I like about Multiview so far is their openness to make the system hit the real-world environment.”

From Bill's perspective, Multiview's proactive partnership approach truly stood out. The team went beyond in their responsiveness, ensuring that the organization received necessary support. Its successful integration with their Cath lab system exemplified their commitment to delivering a tailored solution. To Bill, the partnership with Multiview is exceptional.

“What do I love about Multiview? **The people.** They make the real difference. It's the people that drive continuous improvement, growth, and customer satisfaction. The people at Multiview are what sets it apart.”

Solution/ Improvements

Multiview's Materials Management system has completely transformed how Hunt Regional Healthcare manages inventory and reporting. For Bill, reporting time at the end of the month decreased from 1.5 days to half a day—a **68% decrease**. Running on-demand reports used to take 4-5 hours, but now it only takes approximately 5 minutes to get real-time data. This allows them to provide daily, real-time insights and breakdowns, which were previously only available monthly.

“Now I can review inventory figures daily, check the totals, and make adjustments if needed before month-end.”

The seamless integration between AP, purchasing, and inventory has streamlined the discrepancy process, enabling the efficient resolution of differences between invoices and purchase orders within the system. This eliminates the need for manual back-and-forth communication, resulting in improved performance and less friction in operations. Real-time reporting has empowered informed decision-making, leading to optimized inventory levels, cost savings, and improved operational efficiency. Multiview's visibility into OR inventory coupled with their data-driven approach have provided valuable insights, allowing for proactive inventory management and informed decision-making.

Following the integration with Multiview, a dedicated position was created for supply chain information systems, responsible for managing Multiview and PAR Excellence (inventory control) systems. The leadership team actively engages with Multiview, utilizing the system as the central platform for the department's operations.

“Now, I have so much information that I'm still narrowing down what's most valuable to me. The challenge is narrowing down the breadth of information.”

“The ability to run everything in real time is probably my favorite thing in the whole system.”

“We've encountered situations where the OR believed they were running out of inventory, but there's a big difference between running out and running low. By showing them their averages and worst-case scenarios, we provided valuable insights for informed decision-making”

Bill Robinson
Director of Supply Chain



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Future Plans

Bill's vision for the future with Multiview involves seamless inventory flow, from Electronic Data Interchange (EDI) to vendors, streamlining the process. Recognizing the high volume, he emphasizes the need for efficient EDI integration and collaborates with Multiview to achieve this.

Bill aims to implement perpetual inventory management across all clinical departments, leveraging Multiview to optimize operations. He also envisions a paperless requisition system with handheld and barcode-based receiving, minimizing data entry and maximizing automation. The goal is to optimize the supply chain, allowing clinicians to focus on patient care.

Partnering with Multiview is crucial to Bill's ambition of becoming the most efficient hospital supply chain in the country. Bill acknowledges they've only begun to explore Multiview's capabilities, having been with the system for a year. He and the CFO are considering unlocking additional features, such as enhanced dashboards and reporting tools, to empower greater efficiency for department heads.

"Multiview has nailed the automation game, and we're all about finding smarter, more efficient ways to work."

Bill Robinson, Director of Supply Chain

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