



“The implementation of the RedPrairie WMS allows OM HealthCare Logistics to excel in the present and be prepared to bring on additional volume in the future, while driving continuous improvement and productivity. The solution is intuitive, allowing us to do more with the resources we have and to also configure workflow to meet specific customer requirements.”

Denise Odenkirk,  
*Vice President, OM HealthCare Logistics*

## The Customer

Owens & Minor is the nation's leading distributor of medical and surgical supplies to the acute-care market. Founded in 1882, Owens & Minor is a Fortune 500 company with more than 4,800 employees and over 50 distribution centers across the United States, providing a comprehensive offering of medical and surgical products to more than 4,600 healthcare providers.

To enhance its leadership position in healthcare supply chain management, Owens & Minor launched OM HealthCare Logistics (OM HCL) which became operational in 2009. OM HCL is a full-service, third-party logistics (3PL) and business process outsourcing (BPO) business unit providing end-to-end supply chain solutions for the medical device and pharmaceutical industries.

Owens & Minor knew that in order to establish the best-of-breed 3PL capable of addressing healthcare manufacturers' toughest supply chain challenges, they needed a technology partner that offered best-in-class productivity solutions for the real world. Hence, the partnership with RedPrairie was established.

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*"We chose RedPrairie because its WMS solution inherently addresses these key competencies right out of the box. RedPrairie WMS also provides the flexibility, efficiency and automation that will support OM HealthCare Logistics as we grow to accommodate new and shifting client demands."*

Denise Odenkirk,  
Vice President, OM HealthCare Logistics

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*"The implementation of the RedPrairie WMS allows OM HCL to focus on clients' unique business needs instead of re-writing code to meet their demands. We can ask how, instead of if, we can meet their demands. The solution is intuitive, allowing us to effectively use the resources we have and also to configure workflow to meet specific customer requirements."*

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## The Challenge: Selecting a WMS to Provide Scalable Flexibility for Complex Client Requirements

As Owens & Minor prepared for the launch of OM HCL, several key elements were identified as essential for providing a complete solution. Among those key elements was the Warehouse Management System (WMS). To ensure success at the beginning and sustain it over time, OM HCL needed to deploy a proven WMS that could provide support for the rigorous quality and regulatory standards of the healthcare supply chain.

"Prior to launching OM HealthCare Logistics, we did the research and found that other healthcare 3PL's struggled with track and trace, complying with new product standards, and managing quarantine hold issues in addition to other challenges that could be alleviated with the right WMS partner. In order to avoid the same pitfalls and develop a better solution for our client base, we needed to find the right partner," said Denise Odenkirk, OM HealthCare Logistics Vice President.

As a healthcare focused 3PL, OM HCL would be supporting a diverse client base within healthcare with varying and unique requirements. OM HCL's client base needs a 3PL solution that can provide cold chain product management, Track and Trace, serialization of product, and special kitting - just to name a few. These varying requirements created a demand for an infrastructure that was more adaptive and more flexible to meet various clients' needs beyond the capabilities of the current operating system supporting the Owens & Minor core business units.

OM HCL's key selection criteria centered on finding a WMS that could provide flexibility and scalability, while still supporting the complex needs of multiple medical device and pharmaceutical client requirements.

## The Solution: The Right Partnership Matters When Lives are on the Line

In finalizing its search for a WMS partner, it became clear that OM HCL wasn't interested in a system that had to be continually re-written or modified to support each new client's requirements. "Any time you need to re-code a system, you're losing time, money and resources while creating a higher margin of error," said Odenkirk. "These are vulnerabilities we simply can't afford in the healthcare field. We chose RedPrairie because its WMS solution inherently addresses these key competencies right out of the box. The RedPrairie WMS also provides the flexibility, efficiency and automation that will support OM HCL as we grow to accommodate new and shifting client demands."

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*"With the help of RedPrairie, OM HCL will raise the bar for innovation in the healthcare supply chain to improve the quality and service we provide to healthcare providers, so in return they can improve the quality of people's lives every day."*

Denise Odenkirk,  
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## The Results: Healthy Growth on the Horizon

With the RedPrairie WMS now active at the OM HCL flagship distribution center in Kentucky, OM HCL is prepared for potentially rapid growth.

"The implementation of the RedPrairie WMS allows OM HCL to focus on clients' unique business needs instead of re-writing code to meet their demands. We can ask how, instead of if, we can meet their demands," said Odenkirk. "The solution is intuitive, allowing us to effectively use the resources we have and also to configure workflow to meet specific customer requirements. The added bonus is the visibility to real-time data, providing increased peace of mind for OM HCL's clients and fostering a culture of proactive versus reactive responsiveness."

With the successes already generated by RedPrairie WMS in its flagship facility, should OM HCL bring additional distribution centers on-line, it is prepared to roll out the RedPrairie WMS to these facilities. It also plans to implement RedPrairie's Workforce Management (WFM) for improved customer service and efficiencies in labor scheduling.

"It's no secret that other industries, such as automotive and electronics, have been the pioneers in cutting-edge logistics and supply chain operations," said Odenkirk. "With the help of RedPrairie, OM HCL will raise the bar for innovation in the healthcare supply chain to improve the quality and service we provide to healthcare providers, so in return they can improve the quality of people's lives every day."

For more information

1.877.733.7724  
info@RedPrairie.com  
RedPrairie.com

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