ZEBRA

SUMMARY

Customer

FRESENIUS MEDICAL CARE

Andreas Laubner GmbH

Partner

LAUBNER®
Auto-ID Solutions

Andreas Laubner GmbH

Industry

Healthcare

Challenge

Fresenius Medical Care needed to automate its processes at its dialysis centres to meet the Falsified Medicines Directive; it also wanted to improve inventory control at the centres

Solution

- Zebra TC51-HC touch computers
- (Zebra TC52-HC touch computers to be deployed)
- Zebra single-slot cradles
- Zebra standard OneCare support package
- Zebra StageNow Android device staging

Results

- Compliance with Falsified Medicines Directive
- Increased data accuracy in real time
- More efficient stock management
- Time-savings and efficiency gains
- Healthcare-specific device
- Uniform devices and support worldwide from Zebra Technologies

Global Medical Provider Selects Zebra Technologies Healthcare Touch Computers For Its Dialysis Centres

Fresenius Medical Care is the world's leading provider of dialysis products and services. Fresenius Medical Care cares for people with chronic kidney failure, of whom around 3.4 million worldwide depend on dialysis treatment. Thanks to decades of experience in the sector, innovative research and a value-based care approach, Fresenius Medical Care is helping patients enjoy the very best quality of life possible. Fresenius Medical Care runs over 4,000 dialysis centres worldwide.

Challenge

Long-term Zebra partner, Andreas Laubner GmbH, has been working in close collaboration with the Fresenius group for over 20 years; it has supplied numerous devices, including more recently Zebra MC9000 and MC3000 mobile computers, to many of Fresenius Medical Care's logistics centres and warehouses, for stock management and inventory control. Together with Fresenius Netcare, the Fresenius internal IT provider, Laubner and the support of the Zebra account team, Fresenius Medical Care has been managing the roll-out of the TC51-HC touch computers to its dialysis centres.

Fresenius Medical Care had been using manual processes, which entailed staff entering product and stock data onto its its portal. However, with the process was time-consuming and came with a risk of inputting errors. However, with the Falsified Medicines Directive (which requires all pharma products to adhere to new regulations, incorporating visible tamper-proof packaging and a serialised 2D barcode) coming into law across the EU, Fresenius Medical Care equipped its teams with a scanning device to capture data from the new barcodes; it was envisaged that this device would also be used for more efficient internal stock tracking.

Solution

Laubner supports the roll-out in the EMEA. In America and Asia, Laubner was not able to deliver directly, but has helped to source partners in these markets.

Laubner has since been deploying TC51-HCs for Fresenius Medical Care to countries throughout Europe, with the bulk of the initial order being delivered to centres in Poland. Laubner is using Zebra's StageNow to preconfigure the devices, before Fresenius Medical Care uploads its own in-house applications, Treat to Reimburse for Serialisation and Treat to Reimburse for Stock Management, for checking and decommissioning of the products it is using in the centres and inventory management, respectively. As much of the same information is gathered for each process, Fresenius Medical Care is planning to combine the two applications into one in the near future, for further efficiency. Teams use the integrated scanner on the TC51-HCs to read the barcodes on all products; each standardised barcode consists of a unique number to identify the batch at the production stage, on receipt at the dialysis centres and on dispensing, which is when this product is effectively

"With the Zebra TC51-HC in hand, our dialysis centre professionals have new functionality, which helps to do things easier and faster."

Joerg Ludwig,
Business Process Owner,
Treat to Reimburse EMEA,
Fresenius Medical Care

'decommissioned' in line with the directive. Having a standardised system, with the same barcode logic, makes the system easy to use. The captured information is also transferred into Fresenius Medical Care's internal, central ERP system for efficient real-time inventory management, re-ordering and budgeting.

The TC51-HC specifically was selected from the Zebra portfolio as it is a healthcare device, designed with the most resilient, medical-grade plastics, so it can be completely disinfected with the centres' disinfectants without affecting its surface and to ensure there is no risk of transmitting germs or infections.

Results

Further Zebra TC51-HC touch computers (and Zebra TC52-HCs once available) are being deployed as the roll-out continues. Users love the ease of use, handling and reliability of the devices; and the management team is delighted with the results: not only does the deployment enable Fresenius Medical Care to fulfil its original obligation with regard to the Falsified Medicines Directive, but it is delivering so much more in terms of inventory management efficiency, stock accuracy, productivity and job satisfaction improvements. Moreover, Fresenius Medical Care is looking to take further advantage of the touch computers' flexibility and mobility, with future plans including the automated collection of patient data.

Joerg Ludwig from Fresenius Medical Care summarises: "This deployment is an important step forward for us, in terms of the smart health community we, Zebra and our partners collectively envision. Laubner, meanwhile, has once again gone the extra mile to support us, from helping us to source suppliers in overseas markets, to the exceptional device support and know-how it continues to offer here locally."

**For more information,
please visit: Zebra**

⟨⟨⟩ ZEBRA