

Rocket Medical drives growth with the power of SYSPRO ERP



At a Glance

KEY CHALLENGE

Replace inadequate legacy system with one which could meet the challenges of a highly regulated market

KEY BENEFIT

Increased traceability and accountability to support regulatory compliance

ORGANISATION

Rocket Medical

INDUSTRY

Medical tools & devices



Customer Profile

Watford-based Rocket Medical has exploited SYSPRO ERP to help it adapt to changing market demands. The company manufactures medical tools and devices which are exported to 40 countries around the world. It has embraced automation as a means of responding to increased pressure to conform with regulation and boost productivity. The SYSPRO ERP toolkit has helped Rocket Medical vastly expand its operations and digital transformation is playing a central role in the manufacturer's future growth strategy.

Delivering a digital advantage

Rocket Medical manufactures around 650 single-use medical devices such as drains and blood sampling equipment. The business has enjoyed seismic growth in recent years, supported by a shift to automated systems and processes. Since it started working with K3 Syspro in 2004, the company's workforce has grown from 130 to 250 people, whilst turnover has moved from £8 to £27m. Rocket Medical has 7 global subsidiaries and a centralised ERP system is allowing all parts of the operation to work in harmony and strive towards common goals.

When the business embarked on its ERP journey with SYSPRO back in 2004 it was operating a disjointed legacy system which no longer met the needs of its users. Rocket Medical set up a project team and began searching for a new ERP solution. Shortlisted providers spent 5 days in the business learning about its drivers and pain points, before presenting how they would build digital resilience.

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Rocket Medical's IT Manager and Management Accountant, Mark Cooper led the search for a replacement system. He says:

"We needed to bring everything together onto one system to allow us to work more effectively. We operate in a heavily regulated industry and it was essential that our operations were properly integrated. The SYSPRO modules addressed the needs of the business and they offered the right product, the right people and the right fit."

Boosting operational performance

From Bills of Materials to Engineering Change Control, Rocket Medical has exploited the full suite of SYSPRO modules to improve performance. Their integration served to speed up processes, offer insight into all areas of the business and automate mundane tasks to allow people to get on with higher value work.

Mark explains: *"It's been particularly effective in areas like accounting. It used to be really time consuming to gather everything together for reporting. We had a lot of data but not enough useful information. Now, thanks to SYSPRO, we can complete 8 month ends within 5 working days. It's made a huge difference to how we operate. All our processes and roles are better defined. You know when the business is purring and working well and SYSPRO has put us in much better shape."*

DataSwitch integration

Rocket Medical required a solution which would both automate its intercompany processes and improve their accuracy. Key to this was the implementation of SYSPRO's data manipulation and systems integration tool DataSwitch.

The global business operates from multiple sites around the world. On its legacy system, the transaction of production and sales information between different locations required manual data input. The labour-intensive process was a waste of resources and increased the risk of error and duplication.

Thanks to DataSwitch, the process has been automated. Data synchronisation has cut down on time and human error. With everyone working with the same centralised system, different global offices no longer need to waste resources cross referencing and manually transferring information. They're now freed up to work on higher value tasks, which serves to boost productivity.



Ongoing partnership

Despite the benefits SYSPRO has delivered, Mark insists the business can't afford to rest on its laurels and that there is always room for improvement. In 2015, Rocket Medical recruited an IT expert to convert from SYSPRO 6.1 to SYSPRO 7 and in June 2020 hopes to upgrade to the latest release, SYSPRO 8. The team is particularly keen to exploit new capabilities around recall and customer complaints.

"We're always willing to try new things to take the business forward. We have an ongoing commitment to invest in consultancy and software and see K3 as a long term partner. They're an extension of our team and we encourage them to both support and challenge what we do."

Future challenges

Rocket Medical continues to face the challenge of compliance. May 2020 will see the introduction of the new Medical Device Regulation, representing a major shift in the sector's regulatory framework.

"The key words are traceability and accountability and SYSPRO will be key in helping us up our game", says Mark.

"Everything we do will either need to be on SYSPRO or be able to communicate effectively with it. Therefore, improving integration is key and that's where Dataswitch is so important. Our goal is to work with SYSPRO to make things as automated as possible. We're very happy with the assistance K3 has offered us to far and look forward to working with them to tackle the challenges ahead."

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