



Epicor Success Story

Optivus Proton Therapy, Inc.

Epicor ERP provided a much-needed replacement to outdated NaVision software and improved processes and increased productivity throughout the organization

Company Facts

- ▶ Location: San Bernardino, California
- ▶ Industry: Medical device manufacturer, in the radiation therapy field: Design, install, enhance, upgrade and maintain proton therapy systems, used for cancer and other treatments
- ▶ Web site: www.optivus.com



Success Highlights

Challenges

- ▶ In addition to manufacturing, Optivus is a project driven organization, with significant requirements for tracking hundreds of thousands of labor charges and managing a bill of materials with thousands of parts

Solution

- ▶ Epicor® ERP

Benefits

- ▶ Better understand job costs through the generation of detailed records integrating manufacturing and engineering with payroll and accounting
- ▶ Identify the exact location and status of parts stored across four separate warehouses
- ▶ Create purchase orders with detailed line items attributed directly to project steps
- ▶ Readily reconcile accounting differences between purchasing, receiving and billing

Proton therapy is a highly advanced, painless and precise form of external beam radiation has been used to treat 100,000 cancer patients worldwide. An exceptional option for childhood cancers, it has also become ideal for treating solid tumors of the prostate, brain, eye, head and neck, inoperable small cell lung cancer, as well as liver and certain types of breast and gastrointestinal cancers.

Under the pioneering direction of Dr. James M. Slater, the world's first hospital-based Proton Beam Cancer Treatment Center opened at the Loma Linda University Medical Center (LLUMC) in Southern California in 1990. The James M. Slater, MD, Proton Treatment and Research Center (JMSPTRC) has since attended to the needs of more than 18,000 patients and delivered more than 500,000 individual treatments, which are recognized for not only achieving excellent results, but also reducing the damage to healthy tissue, while producing minimal to no side-effects.

Optivus Proton Therapy, Inc. (Optivus) was launched in 1993 by the center's original engineering team led by Jon W. Slater and entrusted with the entire facility's technical enhancements and ongoing maintenance. Founded on the principals of continuous excellence, Optivus has developed and implemented hundreds of design and new technology improvements over the past two decades according to the facility's precise clinical specifications.



"The constant upgrade and care of this facility is an extremely complex task," says Daryl Anderson, Optivus's CFO for the past 17 years. "More than 80 technicians, engineers and operators are responsible for \$100 million in technology that occupies the space of a football field. It is also an incredibly precise environment operating under stringent ISO, FDA and medical device quality standards. There is no room or tolerance for errors.

To better accommodate these exceedingly demanding efforts, Anderson sought a far more advanced solution for tracking the time of Optivus personnel, nearly 80,000 activity line items and the handling and inventory of thousands of technical parts, components and instruments that are fundamental to the center's ongoing daily operations. In place for almost 20 years, the previous system had more than out-lived its usefulness and in fact was no longer even supported by the previous supplier.

"There was nowhere to go with the old program," explains Anderson. "It couldn't be upgraded and wasn't compatible with anything else in the market. It was time for an entirely new answer—one that accurately captured the engineering manufacturing side of our business, while providing a detailed bill of materials for each project. We had no way to do this in the system. Most of the reporting was done manually. In reality, our services are as complex as the tasks provided by many defense contractors who are working on government projects."

After vigorously researching competing platforms, Optivus decided on the Epicor ERP solution based on its ability to accommodate the company's accounting, time tracking, manufacturing, service and accounting requirements. "Out of all the companies we surveyed, no one balanced all of our requirements better than Epicor. Plus, they did it at a price point that wasn't cost prohibitive like many of the other systems," adds Anderson.

With the support of Cre8tive Technology and Design, a member of the Epicor Inspired Partner Network and a leading provider of business solutions and software, the Epicor ERP solution was live within six months of the initial implementation stages. This included the training of Optivus staff through a series of "very organized" hands-on and self-learning modules supervised by Cre8tive as well as the customization of Epicor ERP capabilities that for the first time automated and coordinated all of the company's record-keeping activities.

"Cre8tive helped to make the entire process a great success," offers Anderson. "They're reliability and responsiveness created functionalities that we've never had before. For instance, they worked to learn our business and develop a custom time card that captures all of the services and hours involved in various project phases. This has helped us to not only better understand our job costs, but also generate detailed records that integrated manufacturing and engineering with payroll and accounting."

"Optivus was a great customer," says Aaron Continelli, Cre8tive's president and founder. "This was a truly collaborative effort. We teamed to identify functionality gaps and create solutions that would increase productivity throughout the entire organization. The key was tying everything together so they could simply and easily get a true and complete picture of all the tasks and materials that are included in the hundreds of tasks they perform daily."

According to Anderson, prior to the Epicor ERP system Optivus did not have the ability to link all the processes together. Today, within seconds the company can precisely determine the stage of any manufacturing or assembly process, locate exact part locations, create purchase orders with detailed line items attributed directly to project steps, track the status and receipt of inventory and readily reconcile any accounting differences between purchasing, receiving and billing.

"We also have the ability to note the inspection status of each part and meticulously monitor their obsolescence dates. The time savings are immense in terms of research and follow up. With Epicor, everything is automatically calculated and easily flows together for ready retrieval."

Daryl Anderson, CFO, Optivus Proton Therapy, Inc



Concurring with the added-value benefits supplied to Optivus through the Epicor ERP solution is Brigitte Lebsock, the company's purchasing & material management manager, who has overseen all of its purchasing, inventory and shipping and receiving efforts for nearly 15 years. In the past, in addition to tracking inventory across all four warehouses on an excel spreadsheet, Lebsock notes that purchase orders were generated manually since a formal mechanism did not exist for coordinating requisition requests between buyers and managers or identifying serialized part requirements among the various departments.

"It is so easy to now to pull up a job and review all the materials needed and issued for its completion," explains Lebsock. "The entire requisition process has been automated with requests

immediately turned into purchase orders upon approval. We also have the ability to note the inspection status of each part and meticulously monitor their obsolescence dates. The time savings are immense in terms of research and follow up. With Epicor, everything is automatically calculated and easily flows together for ready retrieval."

As for the future, Anderson cannot foresee partnering with anyone else for his ERP needs. "The Epicor system is incredibly robust and reliable," concludes Anderson. "Generating records through Excel is so easy. List, view, paste and insert. That's basically all it takes. As a result, we're capturing far more data than we ever did before and using it to generate every-increasing efficiencies throughout the facility. We couldn't have made a better choice."

About Encompass

Encompass Solutions is a business and software consulting firm that specializes in ERP systems, EDI, and Managed Services support for Manufacturers and Distributors. Serving small and medium-sized businesses since 2001, Encompass has helped modernize operations and automate processes for hundreds of customers across the globe. Whether undertaking full-scale implementation, integration, and renovation of existing systems, Encompass provides a specialized approach to every client's needs. By identifying customer requirements and addressing them with the right solutions, we ensure our clients are equipped to match the pace of Industry.



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