



## COMPANY

Everlife-CPC Diagnostics Pvt. Ltd.

## WEBPAGE

www.cpcdiagnostics.in

## INDUSTRY

Healthcare – Diagnostics Industry

## EMPLOYEES

300+

## BOYUM SOLUTION

B1 Usability Package

B1 Print & Delivery

## PARTNER

BPAS

## Everlife-CPC Diagnostics gained automation & improved its customer communication by 90% with B1UP & B1P&D

CPC Diagnostics Pvt. Ltd. is a dedicated provider of products and services to the in-vitro diagnostics industry in India, Sri Lanka, and Bangladesh. The experience and expertise that they have gained since we began in 1987 have made them a respected and trusted organization. CPC Diagnostics Pvt Ltd is a part of the Everlife group, Asia's leading and most trusted distribution platforms of medical devices and laboratory equipment and supplies.



### Challenges

- AR Department had to send out customer outstanding statements and ledgers weekly manually.
- External communications to the customers and suppliers were a big challenge. For example, customers must be intimated manually on receiving their sales orders, deliveries, payment receipts, etc. This is a humongous task with more than 2000+ Customers and 200+ partners.



### Solution

- Customers, Distributors, and Sales teams are updated promptly without manual intervention.
- The scheduling capability is a robust functionality they use daily.
- The AR team can now send Monthly Outstanding statements and Ledgers on a scheduled date and time without manual intervention.



### Results

- An automated mailing system for the entire distribution and A/R operations, including the invoicing operations.
- Better operational efficiency and motivated sales team, resulting in increased customer satisfaction.
- Increased customer loyalty.

*"WE ARE HAPPY TO SAY THAT THE INVESTMENT IN BOYUM-IT B1UP WAS THE RIGHT CHOICE AND SHOWED US IMPROVED OPERATIONAL EFFICIENCY THEREBY INCREASING CUSTOMER SATISFACTION LEVELS, SUBSTANTIALLY. THE SOLUTION ARCHITECTING AND IMPLEMENTATION FROM BPAS WERE WELL-THOUGHT-OUT, THUS INCREASING CUSTOMER LOYALTY. AS A RESULT, WE STRONGLY RECOMMEND BPAS FOR BOYUM-IT-RELATED SOLUTION IMPLEMENTATIONS."*

Ashwin Kailasnath, Head – Digital Transformation

