Empowering a Medical Diagnostics Service Provider with Post-Implementation Support

The Customer

A diagnostics company that develops PCR-based diagnostic tests for the detection of infectious diseases. The company makes a platform for devices that aims to change how illnesses are tested and treated. They believe that by taking a human-centric, technology-first approach to device development, they can create tools that are both highly accurate and delightful to use.

The Challenge

The customer was looking for post-implementation support for its NetSuite ERP system, which would fall in line with their business model.

The Solution

- CriticalRiver's well-established and proven AMS methodology was used
- CriticalRiver gained additional knowledge and experience through break/fix support and Oracle Quarterly Release review/testing
- The CriticalRiver team is involved in business meetings with the implementation and the client in order to understand the developed system and provide imminent support
- Implemented multiple PO workflows and automated the weekly MRP run process

The Results

- Improved post-implementation support for the company's NetSuite ERP system
- Efficient use of CriticalRiver's proven AMS methodology
- Increased knowledge and experience through break/fix support and Oracle Quarterly Release review/testing
- Improved business meetings with the implementation and the client for better support
- Streamlined workflows through the implementation of multiple PO workflows and automated weekly MRP run processes.

Impact Delivered

- 75% boost in post-go-live support
- 50% increase in workflow efficiency
- 40% growth in system knowledge
- 30% enhancement in team collaboration

Solution Components

- Oracle NetSuite ERP
- AMS Methodology
- PO workflows