

# JOINT RESEARCH

*ERP Selection with Surgical Precision*

By Xavier Russo

**In late 2010, the board of Joint Research – an innovative manufacturer & distributor of hip and knee replacements implants – decided that the company’s IT systems needed major surgery.**

Offering a revolutionary new process, Joint Research had established itself as a serious player in the biomedical devices sector but was heavily reliant on a cumbersome old ERP system to manage its operations.

With plans to grow revenue by 150% and increase staff four-fold in the next three years, Joint Research’s chief financial officer, Renato Fonti, was concerned about the ability of existing systems to cope with the demands placed upon it.

“We needed a more streamlined system, and in particular to improve on inventory management, and sales & gross margin tracking”, explained Renato.

Inventory management was critical because, as well as selling surgical implants to hospitals and orthopedic surgeons, Joint Research also loans the necessary equipment kits for conducting each type of surgery. The company carefully tracks each item from many different equipment kits through the entire process (purchase > store > loan > operate > sterilize > return) across a combination of company-owned storage and consignment at hospitals.

Charged by the board with responsibility for leading the selection process for a new ERP system, Renato worked with another senior manager to identify and evaluate suitable systems. In addition to their own research, they also took advantage of the free Get A Shortlist service offered by Software Shortlist. Renato submitted his requirements, spoke with consultants on the telephone, and was

soon introduced to several relevant providers from their extensive network.

A total of six systems were considered in the evaluation phase, with a particular focus on inventory and financial capabilities, cost effectiveness, ability to scale with the company, and general usability. Two options were shortlisted and invited to conduct detailed face-to-face presentations using actual company data. The audience – Renato, the CEO and the other senior manager – then scored each system on key factors, discussed the results, and made their decision.

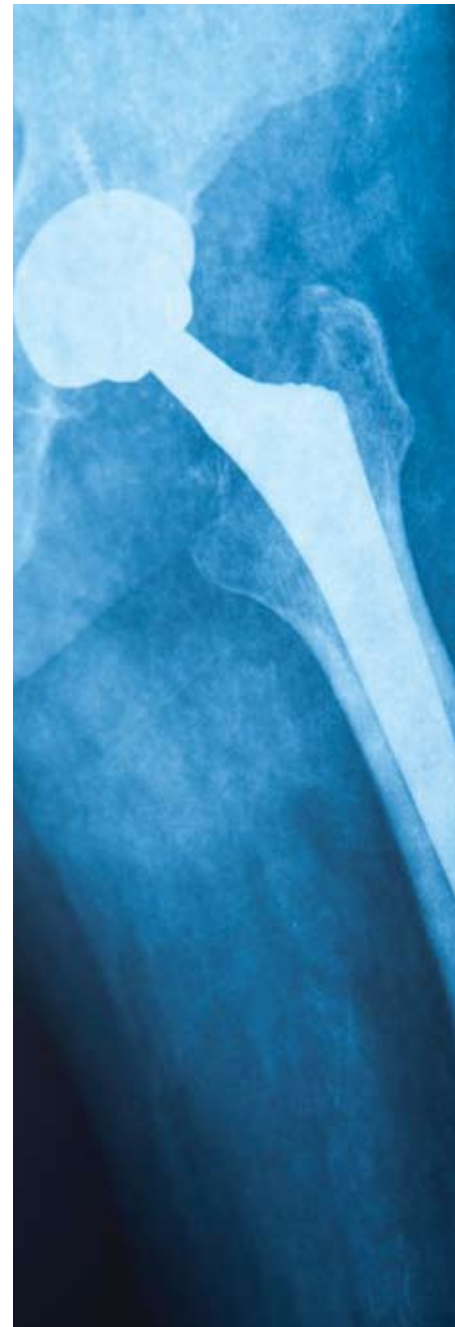
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*“If I was ever again in a position to change systems, I would definitely use Software Shortlist. I think it’s a great service and it helped me enormously.”*

Renato Fonti, CFO of Joint Research

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Joint Research ultimately chose to purchase a system from JCurve Solutions, one of the vendors introduced by Software Shortlist. Implementation, migration and training was handled by their partners BM Online, with go-live on the 1st October 2011 “They’ve been very professional, excellent to deal with”, said Renato, adding that “the new system will help us service our existing customers and future customers in a professional and timely manner.”



## CASE STUDY » FACTS

### COMPANY:

Joint Research  
VIC, Australia

### ERP SOLUTION:

JCurve + BM Online  
Selection advice from Software Shortlist