

Performance Made Revolutionary: Medical Manufacturer Embarks on Global Fight Against Cancer with a Solid IT Foundation and On Demand Applications

The Company: Medical Device Manufacturer for Cancer Treatment Equipment

Best Theratronics, Ltd. is a leader in external beam therapy, used in the treatment of cancer, and self-contained irradiator products, used for the irradiation of blood to prevent disease and for research purposes.

Best Medical purchased Theratronics from MDS Nordion in July 2008, creating an extensive portfolio of radiotherapy and oncology products across eight divisions, as well as the newly branded company, Best Theratronics. The overall goal of the acquisition was to provide quality, affordable healthcare to a larger number of patients, including patients in developing regions of Asia and Africa. Says Krishnan Suthanthiran, President of Best Medical, “We’re a business with a social agenda to revolutionize health care, to make it more accessible and affordable worldwide.” He continues, “This is another step toward achieving that goal. This also marks the beginning of our global fight against cancer.”

Best Theratronics is now a valuable member of the TeamBest family of companies, manufacturing a wide range of radiotherapy products in locations around the world. In addition to its facilities in Ottawa, Canada; the TeamBest family of companies has manufacturing facilities in Dijon, France; Springfield, Virginia; Pittsburg, Pennsylvania; Bristol, Rhode Island; Taunton, Massachusetts; Gilberts, Illinois; Nashville, Tennessee; and Norcross, Georgia.

The Challenge: Lack of IT Infrastructure and Need for Change

MDS Nordion centralized IT operations in 1998. As a result, divestiture of the Theratronics division in 2008 left the new business with no IT infrastructure – zero server, zero application and zero IT staff. Says Ron Gilmore, Director of IT at Best Theratronics, “The President of Best Medical, Krishnan Suthanthiran, asked me to build an IT infrastructure for Best Theratronics in six months.” He continues, “The infrastructure had to support current production as well as his plan to double production in a few years time.”

With more than 20 years of experience using QAD applications, Gilmore’s proficiency with QAD software gave him the confidence to lobby for the replacement of Oracle eBusiness Application suite at MDS Nordion with what he felt was the better software choice for the Best Theratronics business, QAD Enterprise Applications. Gilmore states, “Oracle did not support us as well as I knew QAD would in the areas of configured products and job shop manufacturing.”

“For a manufacturing business like ours, the QAD system is a giant step up from Oracle’s system in terms of usability, functionality and simplicity.”

Ron Gilmore, Director of IT at Best Theratronics

The Solution: QAD On Demand Enables Rapid Implementation with Continuous Production and Forecasted Growth

Starting from ground zero, Best Theratronics evaluated its ERP options and the associated cost of servers and support staff. Best Theratronics was looking for a simplified implementation, quick deployment and turnkey management to support its daily enterprise-wide operations in sales, production, logistics, services, purchasing, accounting and finance.

To meet the urgent need for an enterprise solution that would keep production up and allow for rapid growth in the coming years, Best Theratronics chose to implement QAD Enterprise Applications using QAD On Demand—QAD’s Software-as-a-Service (SaaS) offering. QAD On Demand is a subscription-based application delivery model designed to reduce total cost of ownership and simplify applications management

Best Theratronics deployed QAD Enterprise Applications using QAD On Demand and had the system up and

running quickly through pre-defined application and environment configurations to the medical equipment Industry. The solution is secure and scalable, which will help Best Theratronics meet all the changing needs of its business.

“We now have an IT staff of one supporting 70+ QAD software users. Our IT engineer’s job is not doing server and application maintenance—QAD On Demand does that well. I want my IT engineer to help users improve system unitization so they can use QAD Enterprise Applications and all of its in-depth functionality with improved precision and accuracy. Thanks to QAD On Demand, now, that is what our IT engineer does.” says Gilmore.

The Benefit: Easier Manufacturing and Instant Productivity

By traditional ERP implementation standards, Best Theratronics completed its installation of QAD Enterprise Applications using On Demand in record time and the company went live with their new system in January of 2009. QAD On Demand is able to support every operation within Best Theratronics with virtually no customization. The company makes an exception for a few form prints in sales orders and purchase orders. Says Gilmore, “For a manufacturing business like ours, the QAD system is a giant step up from Oracle’s system in terms of usability, functionality and simplicity.”

QAD On Demand also carries no overhead expense for Best Theratronics in terms of server and support resources. With a service level agreement (SLA) of 99 percent application system availability and 24x7x365 user and technical support, QAD On Demand supports every IT issue for Best Theratronics, freeing its IT engineer to focus on the imperative improvement of system utilization. This freedom further enables executives and decision makers to focus on the core business of manufacturing high quality and reliable equipment for cancer treatment, and battling on in their global fight against cancer.

The Future: QAD Solutions for FDA Compliance, Supplier Management and Business Analytics

Best Theratronics now boasts product quality and reliability as its proud competitive advantages. The company is certified in both FDA cGMP and ISO 9000. Looking forward, Best Theratronics will continue to leverage QAD’s compliance solutions as it strives for excellence and continuous improvement in compliance and quality.

“In order to reach our goal of providing affordable healthcare to more people, we are always looking for ways to increase

Highlights

Company

Company Name	Best Theratronics, Ltd.
Industry	Life Sciences
Products	Medical device manufacturer for cancer treatment equipment

Solutions

Solution	QAD Enterprise Applications using QAD On Demand; QAD Life Sciences Edition
Implementation Partner	Third Ware
Hardware Platform	Dell
Operating System	RedHat
Database	Linux
Languages	English
Number of sites	1

Results

- Rapid ERP implementation
- No overhead expenses for server or support staff
- 24x7x365 support
- Enable growth strategy and increased production over time
- Industry-specific functionality
- Life Sciences compliance capabilities

efficiency and productivity without increasing resources and overhead costs.” says Gilmore.

Managing the delivery and performance of 200+ suppliers to reduce lead time and inventory is another high priority for Best Theratronics. QAD’s robust Supply Visualization (QAD SV) and Manufacturing Execution Workbench (QAD MEW) can help the company add greater control and efficiency to its supply chain.

QAD Enterprise Applications gives Best Theratronics the intelligent data required to make well-informed business decisions. QAD Enterprise Financial and its reporting capabilities open up a new realm of possibilities for Best Theratronics to slice and dice and make sense of the data. 500+ built-in key performance indicators (KPIs) in the analytical reporting tool, QAD Business Intelligence (QAD BI), provide an instant snap shot of the state of the business in a dashboard model.