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«Working with Coresystems on our Coresuite & SAP Field Service Management integration with SAP Business One was a great experience from start to finish. They worked closely with us throughout the project and ensured that all our requirements were met. Our field service representatives are now able to seamlessly track their activities and easily communicate with the team in the office.»

**Mark Fleming,
Managing Director**

Case Study
Deliver the best customer experience.

Initial Situation

Fleming Medical is an Irish family-owned global business dedicated to partnering with healthcare and pharmacy professionals to supply a complete range of certified quality medical devices, healthcare consumables and pharmacy exclusive OTC products under their Medicare and Physiologic brands. Our Sales Representatives frequently visit pharmacy and healthcare settings to bring new products and medical technology to customers. They also work on continuously maintaining a positive customer relationship and understand the requirements of the customer which involves extensive use of CRM, Fields Sales, Field Service Software. There was no software available on the market with a blend of these functionalities.

Software available on the Market weren't suitable for the business needs of Fleming Medical

Designing a bespoke system wasn't an option for us as bespoke systems limit our ability to upgrade to the latest version of ERP and other integrated systems. We looked at various Field Sales Applications but none of these were fully integrated with SAP Business One and did not have a CRM functionality built for SAP B1. Also, systems available either did not have offline functionality or were missing with real-time integration.

Fleming Medical

Fleming Medical is a leading medical supplies company, based in Limerick, Ireland with a customer base spanning across Ireland, the UK and a wide range of countries worldwide. Delivering market-leading pharmacy brands in Home Diagnostics, First Aid, Sports Therapy and Advanced Wound Care has been our focus for over 35 years. We design, produce and deliver these pharmacy exclusive products under our Medicare, Lifesense and Physiologic brands.

At Fleming Medical, we recognize that in an increasingly sophisticated and busy healthcare system, it is no longer sufficient to simply sell medical supplies, equipment and consumables. We actively seek to deliver cost-effective combinations of value-added service, tailor-made solutions along highly innovative and advanced products.

We are committed to empowering patients and physicians through innovative medical technologies and diagnostic information that provide better patient outcomes for acute and chronic conditions.

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Solution

The SAP Field Service Management software, implemented by Coresystems, was fully suitable for our CRM/Sales and Service needs and fully integrated with SAP with easy data and transactions transfer from our Sales and Service Team to our ERP System. Our Field Sales employees use Sales Ordering, Quotation, Opportunity and CRM modules extensively. These transactions are received in our ERP system in real-time for our office-based sales team to process and deliver the speedy best customer experience.

Implementation

SAP Field Service Management was easy to handle and our consultants were knowledgeable and supportive during the entire process. The implementation and training process was highly intuitive and clear which made the acceptance of the software very easy.

Result

Even though SAP Field Service Management is named as Service Application, our field sales employees use this application as a Sales Application and is increasing efficiency of our sales employees and streamlining the ordering process along with easily manageable CRM.

Solutions in use

SAP Field Service Management

SAP Business One

Coresuite

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About Coresystems AG

Coresystems AG, headquartered in Zurich, Switzerland, develops innovative apps and cloud solutions that help companies make their business processes and customer service more efficient. With the help of AI and machine learning, Coresystems takes the field service of medium-sized and large companies to a new level. Coresystems' advanced platform helps customers save costs and improve their service performance and operations by identifying the root causes of problems before a service technician arrives on-site at the customer's location.

www.coresystems.ch