



Enhancing Service Delivery through Digital Integration

Chrystal Medical and CentrixConnect Case Study

Executive Summary

Chrystal Medical, a leading vendor-neutral provider of clinical managed services to the NHS, has embarked on a journey to transform its service delivery, partnering with DLS Health's innovative CentrixConnect platform.

This collaboration addressed several pre-existing operational challenges, including order forms, manual data entry, and frequent order status queries. CentrixConnect provided a streamlined, user-friendly online ordering system that simplifies the ordering process, eliminates manual input errors, and enhances transparency with real-time order status updates.

The integration with Chrystal's ERP Sage Intacct further improves operational efficiency by eliminating redundant data entry. As a result, Chrystal Medical experienced significant time savings, reduced administrative errors, and increased customer satisfaction.

Looking forward, the partnership aims to enhance the customer portal with features like automatic order status updates and an integrated stock management system, ensuring continuous innovation in service delivery.



Who are Chrystal Medical?

Chrystal Medical has been at the forefront of managed clinical services since its inception in 2011.

As a vendor-neutral provider, it has successfully cemented over 200 contracts with more than 40 NHS Trusts and Health Boards throughout the UK. Boasting the flexibility to offer bespoke solutions without manufacturer ties, Chrystal Medical delivers 'best of the best' service outcomes.

The company's managed service contracts, spanning five to fifteen years, are tailored to align with specific and long-term NHS service requirements, ensuring unparalleled cost advantages, administrative relief, and performance elevation for their clients.

What key challenges did you have before implementing CentrixConnect?

Faced with inefficiencies, Chrystal Medical's operations were stifled by traditional order forms, manual data entries prone to inaccuracies, and convoluted procedures for order status updates.

The key challenges were:

1. Ensuring that customers are using an up-to-date version of the order form (products and prices).
2. All orders received by the Orders section were manually keyed into the order processing system. This is both time-consuming and prone to keying errors.
3. Customers must phone the Orders section to get order status updates.
4. Frequent price queries and invoice queries, which are time-consuming to investigate and can be expensive to resolve, lead to a poor perception of service delivery.

What did you ask for from CentrixConnect?

Chrystal Medical sought a partner capable of swiftly deploying a user-friendly online ordering platform, bypassing the need for extensive training and NHS IT framework requirements.

The solution needed to integrate effortlessly with Sage Intacct, automate order entries, enforce stricter ordering protocols, and elevate transparency with real-time order updates. CentrixConnect had to be able to enforce tighter control over who is authorised to place orders at each trust, providing a clear audit trail, whilst updating customers on order status through a customer portal.

"DLS Health understands the health industry and our business priorities. They have a clear understanding of our customer requirements and are capable of quickly developing practical system solutions to address their needs."

David Challinor

Managing Director, Chrystal Medical

What CentrixConnect Delivered

DLS Health's design and implementation of the Chrystal Medical Customer Portal refined the customer experience. Key elements included:

- A core platform delivering a cohesive, streamlined ordering journey for customers.
- Additional bespoke modules that support the wider business processes, as well as improving the customer journey.
- Seamless ERP integration, ensuring efficient order flows.
- Comprehensive support and training.
- A document management module which provides the ability to share documents securely with customers.

Implementation Insights and Challenges

The implementation is currently ongoing, with all eligible NHS Trusts live and able to use the system. The key challenges have been to simplify the updating of products and price changes and ensure that the system can deal with all the different order options.

Tangible Outcomes for Chrystal Medical and Customers

- Simple, easy-to-use online ordering capability for all our customers.
- Tighter administrative control and permissions over who is allowed to place orders.
- Considerable time savings in the Orders team from not having to input orders manually.
- Fewer order queries and invoice queries, resulting in less time spent investigating and correcting faults, leading to an improvement in the quality of the service offered and an increase in overall customer satisfaction.

The Future of the Partnership

Chrystal Medical and DLS Health continue to innovate together using digital solutions to improve Chrystal's customer's experience. Future developments include the introduction of automatic order status updates to the customer portal from delivery companies.

There are also plans to add more features to the customer portal, such as a contract performance dashboard, a financial dashboard and fault reporting capabilities.

Additionally, there is a plan to design and build an integrated stock management system. All contributing to an ever-evolving, customer-focused ecosystem.



"At DLS Health, we are delighted to see how Chrystal Medical have rolled out the CentrixConnect platform to enhance their operational efficiency and service delivery. Since the initial go-live, CentrixConnect has been embedded in all eligible NHS customers, with the ambition for 100% of orders to be placed digitally.

As we continue to support Chrystal Medical with new features like automated order updates, performance dashboards, and stock management capabilities, we reaffirm our commitment to driving innovation and delivering tailored solutions that meet the evolving needs of healthcare providers. Together, we are setting a new benchmark for digital transformation in the managed clinical services sector."

David Page
Operations Director, DLS Health

 **CentrixConnect**

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