

## CUSTOMER CASE STUDY

# Every Angle provides Zimmer Biomet with valuable information at fingertips



As a global leader in the orthopedics market, Biomet is passionate about innovation and development of new technology. With more than 30 years experience, Biomet designs, manufactures and markets products used primarily by musculoskeletal medical specialists in both surgical and non-surgical therapy.

In the orthopedics market, hospitals will normally receive a “Set” in consignment or as a loaner, depending on the nature of the customer. This Set will contain all instruments necessary to perform a surgery, as well as all possibly needed implants. This is due to the fact that the exact implant size a patient will need is not known before the procedure itself. Needless to say, lack of product availability is not an option during surgery. This puts tremendous pressure on the supply chain of both hospital and Biomet. Maintaining the necessary stock levels requires huge investments from both a product and a supply chain point of view. Every Angle was one of the key success factors for improving the delivery performance of surgical sets by more than 40%.

### Implementation of Every Angle

In 2005, Biomet implemented Every Angle to improve the operational process control. The Every Angle solution downloads all relevant information from SAP on a daily basis and enables business users to create their own analysis and reports which keeps cost low, service levels high and allows users to maintain required stock levels.

### Management issues/challenges

Biomet management was looking for solutions to a number of pressing challenges, such as:

- how can we improve our customer service levels? We often receive urgent unscheduled customer demands. How can we quickly determine whether this is feasible or not?
- how can we effectively measure our KPIs on all levels?
- how can we get better insight into our stock levels in order to control it?

- how can we minimize IT resources spent on SAP queries?
- how can we keep our master data up-to-date and accurate without so much effort and cost?
- how do we effectively manage 20 European locations?

### Results

**After implementing Every Angle, Biomet was able to:**

- increase data reliability with ad-hoc reporting
- increase customer service level
- improve sets delivery performance by more than 40%
- improve availability of Supply Chain KPIs
- reduce obsolete stock
- reduce IT cost for special queries and custom-made reports
- improve master data quality
- improve product availability and product introductions.

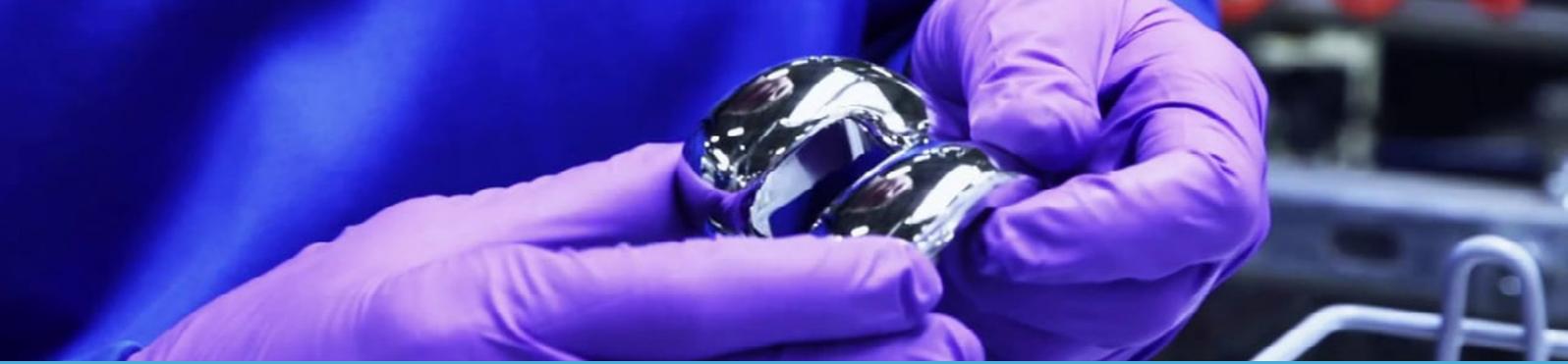
### Examples of how Every Angle is being used

#### • Improve Service levels

Biomet frequently receives urgent unscheduled customer demands. They use Every Angle to create ad-hoc reports enabling them to analyze whether they can fulfill the customer demand and in what time frame. Biomet updates their weekly stock information on a daily basis so they have the most accurate information at their fingertips. This increases the agility of their supply chain and their customer service level significantly.

#### • Measure KPIs effectively

Biomet defined and delivered the KPI reports needed for management reports. One of the most important KPIs is the delivery performance of sets, since it is crucial for Biomet to know



“ We were able to shorten our response time and lower our IT costs on reporting. With Every Angle we have valuable information at our fingertips. ”

**JUAN SCARPA**

Supply Chain Support Manager at Biomet



**ZIMMER BIOMET**  
Your progress. Our promise.

how fast new hospitals can start performing operations. If things are not going as planned this can be spotted proactively by drilling down to the lowest level, finding the bottleneck and solving it before it becomes a problem.

• **Optimize stock levels**

By having a clear overview of stock, Biomet knows exactly which products are slow moving and fast moving products at different locations. Every Angle provides insight into their stock levels, enabling them to reduce their obsolete stock levels.

• **Gain easy access into SAP**

Biomet has more than 140,000 SKUs and 20 different locations. Every Angle enables business users to access the correct information themselves and make their own queries in a fast and easy manner, reducing the workload on IT resources.

• **Clean master data**

Instead of having a complete team managing the master data accuracy, all business users can detect and report master data corrections, resulting in a cleaner, more accurate data system with less effort and lower cost

• **Improve Supply chain visibility**

Biomet has complete end-to-end visibility throughout the entire SAP supply chain. The business users experience Every Angle as a powerful tool that they cannot do business without anymore.



Juan Scarpa, Supply Chain Support Manager at Biomet  
We were able to reduce our lead times to hospitals by more than 50% using Every Angle



**Every Angle**

Cross-process self-service analytics for SAP®

Every Angle's self-service, cross-process analytical capability empowers organizations with new levels of actionable insight - enabling them to **'know more and act faster'**. Every Angle provides real **understanding** of what is actually going on across the business (and why), enabling people to act early enough to **control** performance and drive significant financial **improvements**.