



701 Brickell Ave. Ste. 1550  
Miami, FL 33131  
305-407-9326  
<http://www.pangeabsi.com/>

## Quotes

### Gregory Keith, Software Developer of CBCSF

*"There were many bugs from what our previous software vendor tried to do, but PANGEA came in, listened to our needs and made it happen."*

*"PANGEA understands Microsoft Dynamics GP as well as our business. It's very difficult to find that kind of expertise at a reasonable cost. We're lucky to have found PANGEA and are reaping the benefits left and right."*

*"I've worked on applications for wholesale and retail and this is by far the most complex business that I've ever worked in. PANGEA has automated our systems, taking the complexity out of our work."*

*"The tough part about software implementations is getting a partner who understands the business and people, that's where the failures happen. PANGEA has taken a challenging task and succeeded beyond our expectations."*

## Case Study Narrative Information

### SITUATION

Community Blood Centers of South Florida (CBCSF) is the largest blood center in Florida with over 250,000 pints of blood and blood products for hospital and kidney dialysis patients collected annually. The blood is distributed through area hospitals and labs. Though a non-profit, the blood banking company is run similar to a utility company; it is highly regulated and not extremely competitive. Even though they don't have to worry about competing against other organizations, CBCSF still needs to follow strict guidelines to comply with healthcare regulations at the hospitals and labs they distribute to.

CBCSF was working with a Microsoft partner to implement Microsoft Dynamics® GP to better manage their blood banking process and accounting functions. CBCSF required unique capabilities of their software solution and desperately needed to automate the accounting function of their enterprise. Because their business is highly regulated, they use custom blood banking software and consequently, need to integrate this software with Microsoft Dynamics GP. Unfortunately, they ran into problems with their software vendor and had to discontinue their partnership. This left CBCSF with a number of issues.

- They were stuck with taking information from their custom software and manually inputting it into Microsoft Dynamics GP, making their data unreliable and prone to errors.
- The process of manually inputting data was also quite slow which impacted reporting and other month-end functions.
- They couldn't manage their costs effectively. They were unable to see the cost of an item and in turn, what items were more profitable than others. There was no detailed view into their inventory, which was restricting CBCSF's growth.

## **SOLUTION & BENEFITS**

After realizing their dire situation, CBCSF started communications with another Microsoft partner, PANGEA Business Solutions. After evaluation, CBCSF committed to working with PANGEA to help customize their Microsoft Dynamics GP solution. PANGEA analyzed their business and took over the partially completed customization work of their business solution. Gregory Keith, Software Developer at CBCSF says, "There were many software bugs left from the previous vendor's work, but PANGEA came in, listened to our needs and made things happen." He continues, "PANGEA *understands* Microsoft Dynamics GP as well as our business. It's very difficult to find that kind of expertise at a reasonable cost. We're lucky to have found PANGEA and are reaping the benefits left and right."

CBCSF now understands the details of their business due to detailed insight and reporting. They can literally see all the advantages of their current business processes as well as disadvantages, allowing them to make the appropriate changes to gain efficiencies. Pressures of the healthcare industry push CBCSF to do more with less and it's now possible with their integrated solution. With Microsoft Dynamics GP and the blood banking software, they can now see which blood products are in higher demand, allowing them to target their collection process and decrease waste. CBCSF also has a better handle on their inventory, not buying more than they need. Their inventory contains expendable products, such as cookies and chips for their blood donors. Accurate calculations of what they need limit the amount they write off as waste. CBCSF is making better use of their time and resources with the information they now have access to.

Although Microsoft Dynamics GP provided 90% of the functionality CBCSF needed right out of the box, the integration with their custom blood banking software has made all the difference in the world, enhancing the user experience for CBCSF's staff. Gregory says, "I've worked on applications for wholesale and retail and this is by far the most complex business that I've ever worked in. PANGEA has automated our systems, taking the complexity out of our work."

The days of manual entry and cross referencing are over for CBCSF and they love it. Automation of their sales, returns, discards, and overall business processes helps them focus on their business with accurate and real-time information at hand.

## **SUMMARY**

CBCSF had a number of trials with their previous Microsoft partner and their under-utilized Microsoft Dynamics GP solution. But their partnership with PANGEA Business Solutions has created efficiencies and allowed them to make an even bigger impact on the blood banking industry in Florida. PANGEA was able to seamlessly integrate their custom blood banking software with Microsoft Dynamics GP, connecting their business processes such as inventory, purchasing, sales, and financials. The insight they now have is allowing CBCSF to make more profitable business decisions about their purchasing and distribution practices. Their relationship with PANGEA has allowed CBCSF to be more confident in their solution as well as in their overall business decisions. "The tough part about software implementations is getting a partner who understands the business and people, that's where the failures happen. PANGEA has taken a challenging task and succeeded beyond our expectations."