

Logistics savings, improvements for ResMed

CLIENT	ResMed
SECTOR	Manufacturing
COST CATEGORIES	Logistics, Office supplies, Mobiles, Postage, Photocopiers.

THE CLIENT

ResMed changes lives by developing, manufacturing and distributing medical equipment for treating, diagnosing and managing sleep-disordered breathing and other respiratory disorders. They develop innovative products to improve the health and quality of life of those who suffer from these conditions, and work to raise awareness of the potentially serious health consequences of untreated sleep-disordered breathing.

THE CHALLENGE

“There has been much more public awareness of sleep apnoea in recent years, and ResMed, originally based in Australia, have been at the forefront of the development of products to treat the condition,” says Hugh Swainston, Client Manager at Expense Reduction Analysts.

“We won the contract to look at their costs and analysed five categories of expenditure in the first instance. Logistics immediately presented itself as a hugely important area. Achieving next-day UK delivery – having a European base in the Netherlands – was an issue. I was fortunate to be able to call upon the services of Simon Perkins, a Logistics Project Specialist colleague, to analyse ResMed’s requirements.”

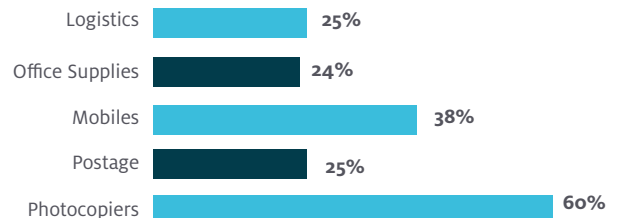
Simon Perkins takes up the story: “I had worked in Logistics for 10 years, so, when I analysed ResMed’s spend on their three suppliers, I knew immediately that the tariffs they were on could be bettered, and that therefore considerable savings were possible through consolidation and negotiation.

FREED TIME, VALUABLE PROCESS ENHANCEMENTS

“It was agreed that we would reduce the three suppliers to one, and I negotiated hard with the resultant provider to achieve best value. As a direct result of these savings, the Operations Manager was able to justify extra warehouse headcount to her manager. This in turn resulted in ResMed’s being able to fulfil more orders and generate more income.

“The Operations Manager noted that our support and attention to the detail of the supplier contracts freed up her time to focus back on her core responsibilities.

SUMMARY OF SAVINGS



Ang Dunnill sums up the benefits of her company’s partnership with Expense Reduction Analysts: “Not only have Expense Reduction Analysts saved us a significant amount of money on Logistics and other important areas of expenditure, but they have also worked with us to enhance our processes and thus our relationships with our customers. We could not have done this without them.”



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Expense Reduction Analysts have done a great job for us, not just the fact that they have delivered impressive and valuable cost savings, but equally important, they have allowed me to focus back on my core responsibilities. And they have suggested changes to our distribution model that have greatly enhanced the customer experience.

ANG DUNNILL,
OPERATIONS MANAGER, RESMED UK