

MediSolution

Industry

ERP Software Solutions

Application

Solution to automate the configuration, pricing, quotation (CPQ) of MediSolution's ERP software solutions

"We knew that WebSource CPQ was the best configuration tool in the industry so we elected to implement it internally to increase the speed and accuracy of our quote production processes."

Carole Gagne

Coordinator-Analyst
Proposal Office
MediSolution

Webcom Solutions

WebSource CPQ

- Proposal and Quotation Processing Sales Configuration Engine
- E-Catalog
- Shopping Cart
- Reporting
- Multi-level Channel Support
- Approvals

Webcom Professional Services

- Product Modeling
- Project Management

Challenges

- Did not have a quoting tool in place
- Controlling quotes, orders of products and services precisely
- Lacked control and variations of content and pricing
- No way for sales people and customers to get a single consolidated view
- Needed visibility on quote activity and accuracy

Results

- Consolidated numerous quoting templates
- Dramatic reduction in quote production time
- Achieved 100% quote accuracy
- Greater visibility and control of quotations being created
- Ability to maintain pricing for all products and services

Since the implementation and deployment of WebSource CPQ in May 2008, MediSolution has been configuring, pricing and quoting their products from anywhere at any time.

One of the key benefits of using WebSource CPQ is that MediSolutions quotes are now 100 percent accurate, as they no longer have formula errors.

WebSource CPQ reduced MediSolution's sales staff about 50% of time spent per quote.

The sales team and distribution can now confidently prepare quotations in a matter of minutes. If they need it reviewed, they can simply create the quote and forward it along to the appropriate person for review.

Business Challenges and Objectives

MediSolution delivers business solutions which enable their clients to maximize their operational efficiencies, lower their costs and improve the delivery of services. MediSolution also offers a product portfolio comprised of Financial Management Suite, Human Capital Management Suite, and Business Intelligence Solutions; therefore, a typical proposal can have many variables.

MediSolution was using Excel for quoting which was causing problems with speed, accuracy and consistency. With 100 different modules and complex pricing rules, MediSolution was struggling with product orders. Each quote would take quite a bit of time to build because the price of the product was dependent on the number of users and the modules selected.

For years, MediSolution sales reps used Word documents and 30-page templates with an extended breakdown to price their software and services. Staff attrition and other factors rendered their quoting difficult to maintain.

The Solution Approach

Webcom's sales configurator software, WebSource CPQ, has enabled MediSolution to present their entire product line on a web based portal, where they can control the content and allow access to selected staff and distributor partners.

MediSolution sales staff can access the portal anytime to create a quote or simply just check pricing and product configurations.