

## Vocera Communications eliminates their Data Entry bottleneck



Vocera Communications was facing data entry issues in Microsoft Dynamics GP's Purchase Order Processing and Inventory Control modules as their business grew and inventory traffic for their innovative Vocera Badge increased into the thousands per month. After implementing Binary Stream's Serial & Lot Number Processing they saw immediate results, with time savings of seventy-five percent, allowing them to get on top of their game again.

*"We saw immediate results upon implementation of Serial & Lot Number Processing, saving us 75% of the time it had previously taken to input serial number data into Great Plains. This allowed us to streamline one of our most time consuming activities and has greatly increased our ability to focus on more critical tasks."*

*-Mike Hutchinson,  
Controller, Vocera  
Communications*

**E**ver since March 2000 Vocera Communications has excelled in providing innovative communication solutions to their clients in the hospitality, retail and healthcare industries worldwide. Based in Cupertino, California, Vocera's skilled professionals have developed a wearable, wireless, hands-free communication system triggered by voice cues that allow their customers to streamline their everyday communications and focus on the job at hand. In 2002 Vocera Communications released their innovative communication device, the Vocera Badge and by 2004 they found great success, winning industry award: Red Herring Top 100 firms, with prospects for their future success continuing to grow.

With business accelerating and increased installation orders, Vocera Communications soon found themselves struggling with the data entry surrounding

their Badges. Shipping at least 3,000 to 4,000 badges a month meant an immense amount of data entry was required in Microsoft Dynamics GP. Before Binary Stream's solution was discovered, serial numbers were entered manually one by one

or scanned for each individual item. "Our supplier provides us with an excel flat file that contains all of the serial numbers for each shipment. We wanted to utilize an input approach that would allow us to transfer this data over to Great Plains rather than scanning each of the products received", said Mike Hutchinson, Vocera's controller. Before implementing Serial & Lot Number Processing, Vocera's personnel were overwhelmed with repetitive labour and data entry. As their business thrived, Vocera needed a solution to streamline these data entry tasks in a simple and efficient manner

in order to keep up with their continued success.



*"Binary Stream's service representatives were very responsive and helpful during our customization process. Because of their expertise and detail we would definitely come back to Binary Stream for further Great Plains solutions."*

*-Mike Hutchinson,  
Controller, Vocera  
Communications*



**Binary Stream Software Inc.**  
[www.binarystream.com](http://www.binarystream.com)

Binary Stream Software is a leading global Gold Certified Microsoft Business Solutions and ISV partner specializing in customizing and developing standard solutions for Microsoft Dynamics GP and offers solutions for the Healthcare, Telecommunications, Real Estate, Financial Services, and Wholesale Trade/Distribution industries.

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## An Ideal Solution

After a short search it became apparent that Binary Stream's Serial & Lot Number Processing was the ideal solution for their situation. Its simple interface and seamless integration with Great Plains allowed for the easy entry of multiple serial or lot numbers into Vocera's SOP, POP, and Inventory modules. During the receivings process, serial numbers are transferred seamlessly through Serial & Lot Number Processing's copy and paste window by simply copying and pasting data from the excel file and processing them into Great Plains. For inventory and SOP transactions, serial or lot numbers could just as easily be entered into Great Plains during inventory transfers, adjustments, or sales order processing.

Because Serial & Lot Number Processing was developed using Dexterity, Vocera did not have to run a separate product and database to access the copying and pasting functionality. This tight integration helps Vocera minimize duplicate serial or lot numbers with standard business logic by validating each of these numbers against both the work

tables and history tables to ensure these numbers were unique in both fields. With this safety feature, Serial & Lot Number Processing works to ensure increased data integrity, decreasing one of the most common problems of manual or scanner facilitated data entry. Moreover, the copy and paste windows themselves act as editing tools whereby serial or lot numbers can be added or removed before processing. All of these functions as well as the ease of use of Serial & Lot Number Processing's design made this solution an attractive option for Vocera who needed something to take affect right away.

Additionally, Vocera wanted to be able to trace the transaction history for a range of serial numbers. Since Great Plains' Serial /Lot Trace Inquiry function can only search for items individually, Binary Stream created a customization to allow Vocera to inquiry on a range of serial numbers. Within the new window, the last transaction involving the specified serial or lot numbers could easily be viewed.

## Return on Investment

As soon as the software was implemented, Vocera immediately saw a reduction in serial and lot number processing time. Through the intuitive user interface and the integrated design, Vocera's data entry processes were streamlined producing time saving of approximately 75%. This dramatic change in their workflow released a bottle neck in their

purchasing and sales processes thereby increasing productivity and allowing Vocera to focus on growing their business. Now able to focus on future prospects, Vocera has continued to excel winning the 2006 Communication News Outstanding Achievement Award along with a collection of other industry awards.

*"Our employees who use Serial & Lot Number Processing are very happy with its functionality. Life here would be somewhat painful if this tool were not available to us now."*

*- Mike Hutchinson, Controller, Vocera Communications*