

# CASE STUDY

## Streamlining Clinic Distribution

### BACKGROUND



**Number of Hospitals:**  
31



**Annual Drug Spend:**  
\$400M



**Number of Employees:**  
Over 50,000

### CHALLENGE

The health system faced challenges with its clinic medication distribution process, which included a central supply center (CSC) and 400+ ordering locations. With over 900 users, the previous platform required maintaining over 100 ordering templates across the clinics, making the process cumbersome and inefficient.

### SOLUTION

The health system engaged SpendMend to address their distribution and ordering challenges. Familiar with SpendMend's capabilities, the health system decided to implement Trulla Procurement to streamline their ordering processes.

### RESULTS

With the implementation of Trulla, the health system reduced the number of ordering templates from over 100 to just 4. They have placed over 39,000 purchase orders and shipped nearly 17 million units using Trulla, with the entire process being automated. This significant reduction in complexity has streamlined operations and improved efficiency.

The Trulla platform has provided a much easier buying experience for all clinics within the health system. Key benefits include:

- Easy login with health system credentials (single sign-on)
- Visibility into order status for placed orders
- Automated cost transfers

These improvements have resulted in a seamless and efficient ordering process, enhancing overall operational efficiency and user satisfaction.

### WHAT'S NEXT?

Following the successful implementation of Trulla, the health system continues to optimize their clinic distribution processes, ensuring sustained efficiency and improved user experience across all their facilities.