

GLOBAL SURGICAL MANUFACTURER ENSURES A POSITIVE PROGNOSIS

Case Study

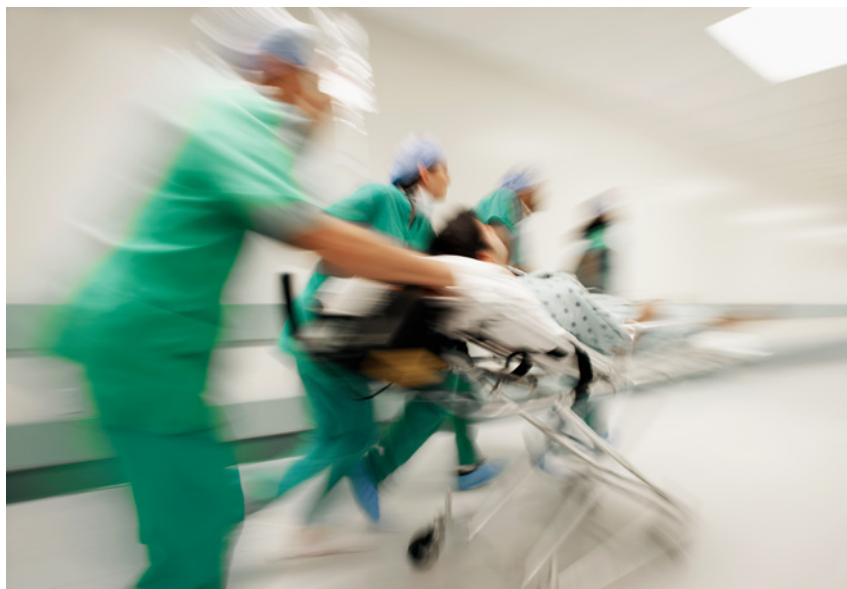
TECHSTREET ENTERPRISE

SUMMARY

A global surgical manufacturer of minimally invasive surgery (MIS) products needed a seamless solution that enabled quick access to specific standards, ensured the standards included all updates, and provided easy-to-understand, comprehensive usage reports. To meet their requirements, the company chose Techstreet's web-based subscription platform, Techstreet Enterprise, to streamline standards management with powerful search and notification capabilities, easy-to-use workflow tools, customized content sets and on-demand usage reports. As a result, the company now provides fast, easy access to standards across its organization with real cost savings.

The company's flagship product enables surgeons to perform delicate and complex operations through a few tiny incisions with increased vision, precision, dexterity and control. Given the perfection required to build such life-altering mechanisms, accurate and up-to-date standards must be delivered to different departments throughout the entire development process. The company subscribes to 11 different standards catalogs from AAMI, ASQ, ASTM, BSI and others. These are used in design, engineering, quality control, regulatory practices and manufacturing.

Before working with Techstreet, the company faced several challenges with its previous supplier. For example, the company did not receive timely update notices, so their staff had to perform additional searches to be certain new versions had not been released. Furthermore, usage reports were hard to procure and difficult to understand. The company's document controller wasn't sure who was using specific standards, and which standards were not being used.



"The Techstreet team was great to work with right from the start. A representative walked us through all of the standards we currently used, then tailored a subscription service based on our actual needs. They even helped us find new cost saving opportunities."

- Senior Manager, Document Control

Finally, the former subscription provider included whole blocks of standards the company didn't need, but which the supplier insisted would save the company money when bought in bulk. As it turned out, the company ended up with hundreds of standards they never used, but still paid for. And because the service was complicated for users, many staff members relied on other sources for their standards.

With the above issues unresolved, the company began to search for a more suitable standards subscription service. Several companies were considered, but Techstreet was the only one to effectively address the company's key challenges. An added bonus was an exceptional level of customer service that was not only responsive, but also helped them find new cost-savings.

With Techstreet's powerful search functionality, users can quickly locate the exact standards they need. One-click access to document previews, historical documents, addenda, errata and redlines makes it clear when and how a standard has been updated. In addition, Techstreet makes it easy to increase productivity with flexible notification capabilities, such as custom alerts and update reports that provide instant access to new and updated standards in the company's subscription.

Unlike the complex usage reports that were difficult to procure from the previous provider, the Techstreet interface provides on-demand usage reports that are easy to use and available 24/7. This allows the company's directors greater visibility into how their employees and departments use the service, providing greater transparency and ROI. For added flexibility, the reports can be exported, saved and shared with other departments to facilitate billing and auditing.

Subscriptions to standards are typically sold individually or in packaged blocks, by publisher. However, with Techstreet's subscription service, this manufacturer is able to weed out documents they don't need and build their own customized blocks with content they actually use. Again, the usage reports makes this easy to do. And with Techstreet BuildingBlocks, content can be added on the spot, without having to call customer service or process payment requisitions.

Techstreet's easy-to-use web interface is a big hit with the company's staff. According to the document control manager, "Some employees didn't want to use the previous provider's site. They preferred to go directly to the publisher's site and download from there. Now everyone in the company—seasoned engineers and recent hires—are using Techstreet. We've recognized greater efficiency, cost savings, and increased use since deploying the Techstreet solution."

LESSONS LEARNED

The importance of good reporting.

For any subscription service, reporting is key. Clear and concise data is available on-demand 24/7, in easy-to-read Techstreet reports. With this service, the company can understand its usage and get a better handle on the costs associated with managing a robust standards subscription service.

Make it easy for users.

It's a simple rule: If a system is too difficult to use or understand, people are not going to use it. Techstreet's fast, user-friendly web interface ensures that those who need access to their subscriptions are met with a quick and easy way to read, download and share documents.

Choose standards subscriptions based on your needs.

Who wants to pay for content they don't use? Techstreet let the manufacturer choose standards, so the company can tailor subscriptions to only pay for what they need, even when the same standard is shared by different publishers.

Customer service is paramount.

Even if you deploy a powerful subscription service, poor customer service can quickly reduce the value of your investment. The responsive, experienced representatives at Techstreet helped the company tailor a subscription service to fit the company's needs, and provides support long after the sale.

To learn more about Techstreet Enterprise, visit techstreet.com/subscriptions.

Techstreet

6300 Interfirst Drive
Ann Arbor, MI 48108 USA

Phone: +1 734 780 8000
Toll Free: +1 800 699 9277
Fax: +1 734 780 2046

techstreet.subscriptions@tr.com
techstreet.com

1002396/ 01.2017

© 2017 Clarivate Analytics