

# Control tower visibility drives efficiency and collaboration

**Mölnlycke:** Enterprise control tower enables data-driven decisions with end-to-end transportation visibility



As a world-leading medical solutions company, Mölnlycke has been designing and supplying innovative products for healthcare professionals and their patients since 1849. The company began as a textile manufacturer supplying gauze to Swedish hospitals and continues today to pioneer new solutions that help promote better and safer care across the healthcare industry. While the company was founded and is still headquartered in Sweden, Mölnlycke has grown significantly to have a global reach. Today its solutions are being used by customers in almost 100 countries. What's more, the company owns operations in more than 40 of those countries. With such an extensive global footprint and the need to transport critical medical products, Mölnlycke required a unified system to manage its vast transportation network.

## **Addressing limited visibility into carrier and partner data**

Mölnlycke had previously outsourced all transport operations to carriers and 4PL suppliers. Multiple carriers were used in Europe, and most North American freight moved through a legacy system in the U.S. that was not keeping up with the company's growing transportation requirements. The outsourcing and outdated legacy system did not provide Mölnlycke with the necessary visibility, and also created challenges with sharing the data. While the respective carriers and 4PLs did offer access to data, the data remained disjointed and siloed.

## At a glance

### **Challenge**

Mölnlycke, a global medical products and solutions company, needed a way to manage a vast global logistics footprint. The company required a solution that would enable it to unify all operations and address challenges associated with disjointed operations.

### **Solution**

Mölnlycke chose Infios's transportation management platform to provide a singular, unified solution for its global operations. Throughout the selection process Infios's flexible approach focused on understanding and delivering Mölnlycke's requirements. This clearly demonstrated a culture of competence and an ability to implement the solution effectively. The Infios platform was the best-of-breed solution that combined ease of use, advanced global capabilities, and onboarding processes that transcended Mölnlycke's partners' expectations.

### **Results**

An enterprise control tower for global transportation operations. This provides Mölnlycke with the end-to-end visibility necessary for making data-driven transportation decisions. The benefits of this have been felt throughout the transportation network, but particularly in the management of carriers and the delivery of timely reporting for internal management.

Mölnlycke increasingly felt that they could have greater control over production and freight management. With more than 50 global carriers, as well as numerous other smaller, local carriers, managing all the carrier data was a growing logistical challenge. Additionally, reporting fell short and analyzing the vast amounts of data thoroughly and efficiently was downright impossible.

### **Single, flexible transportation platform**

Mölnlycke recognized the problems it was experiencing and started looking for alternative solutions to manage multiple carriers and eliminate the inefficiency of disparate systems. The company began researching transportation management systems, knowing they required a single and flexible platform that could manage an ever-growing global transportation network. Additionally, Mölnlycke wanted a system that would encourage widespread and easy adoption across multiple locations, providing one integrated system without the limitations of on-premise solutions that they were finding difficult to scale globally.

Mölnlycke selected the Infios SaaS- based transportation management platform for its ability to handle large, complex global shipping requirements, while also providing the necessary flexibility to align to the company's unique business requirements.

Infios's configurable workflows provided Mölnlycke with the opportunity to implement specific, complex requirements through easy configurations. During the implementation and onboarding process, the Mölnlycke team was kept well informed on next steps and action items. This close partnership between Infios and Mölnlycke enabled Infios to truly optimize processes for Mölnlycke, while also spotting deviations in their freight management processes faster.



“The Infios team worked with us every step of the way to ensure a successful implementation that will continue to benefit the company and the healthcare providers and thousands of patients they serve.”

**Daniel Ekvall**

President, Global TMS Development Manager

### **Usability and collaboration promote competence**

Mölnlycke's results from the use of the Infios platform are significant and include several key benefits.

Usability was a clear differentiator for Mölnlycke. Previous systems required extensive training. As the company made acquisitions, employees moved into different roles or left the company, this training became laborious. Consequently, it became a deterrent to efficient and widespread usage of systems. The Infios platform enabled Mölnlycke to be up and running quickly without advanced training. The same approach ensures a quick startup for employees, regardless of prior systems' use and experience in the organization.

The competence of the Mölnlycke team quickly grew due to the use of a solid operating system for freight and transportation management. With the Infios platform in use, the Mölnlycke team can work more strategically with a solution capable of streamlining overall processes despite potential operational differences across the global network.

The Infios TMS enabled Mölnlycke to become much more collaborative across departments and teams within the organization, while also ensuring consistency across communications and system support. Even in the limited-operations' APAC region, TMS users have been able to leverage the capabilities and information housed in the Infios platform to improve efficiencies. Mölnlycke easily integrated the Infios platform with their existing systems, including their ERP.

In addition to the improved proactive control over freight management through visibility, Mölnlycke derives value from Infios's auditing capabilities, automatic invoice verification and controls, process automation, dock scheduling application integration, management of route guides and more.

### 2019 operations excellence award—global control tower

The efficiency gains across Mölnlycke's transportation network will have a positive impact in enabling the global leader to deliver critical medical products to healthcare providers around the world. Additionally, the Infios world-class supply chain control tower also positioned the transportation team for internal success.

The team received the company's 2019 Operations Excellence award for in-sourcing its transportation control tower without any impact on customer service. The award recognized the team on the implementation of the Infios transportation management system to globally connect more than 100 partners in under a year, making the Mölnlycke customer footprint more efficient.

With Infios's advanced functionality, and easy-to-use interface, Daniel Ekvall, Mölnlycke's global TMS development manager, states, "Infios is a provider that I can wholeheartedly promote to other potential customers. The Infios team worked with us every step of the way to ensure a successful implementation that will continue to benefit the company and the healthcare providers and thousands of patients they serve."

## ABOUT INFIOS

Infios provides powerful transportation management solutions proven to be a competitive advantage for today's most successful shippers, 3PLs, freight forwarders, brokers, and carriers.

Through the continued release of innovative, results-driven technology and a commitment to making customers successful, Infios delivers exceptional value for TMS users through improved productivity and operational efficiency.

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