

# Ventec Life Systems increased production 80x in four months, as a response to the global pandemic

CASE STUDY

## At a Glance

### ORGANIZATION



### REGION

United States of America

### KEY CHALLENGE

Ramp up manufacturing volumes 80-fold in less than four months

### KEY BENEFIT

Enabling frontline healthcare workers to save lives

### INDUSTRY

Medical Devices

### END USER MARKET

Healthcare

### SOLUTION

SYSPRO 8

## Customer Profile

Ventec Life Systems is redefining respiratory care to improve patient outcomes and reduce caregiver challenges in the hospital and home. Ventec's leading product, VOCSN, seamlessly integrates five separate devices including a ventilator, oxygen concentrator, cough assist, suction, and nebulizer into one unified respiratory system. The team's history of patient-centric design includes more than 10 care-changing respiratory devices and over 40 patents.

## The Business Challenge

In Spring 2020, the US Government partnered with Ventec, and collaborated with a large manufacturer to complete an order for 30,000 ventilators. This required the company to dramatically increase its production volumes and change business processes to achieve the necessary flexibility and customization.

## The Solution

Ventec Life Systems produced 80 times the number of devices it would ordinarily produce, completing the order in just 154 days. By using SYSPRO across its operation, Ventec was able to adapt and change its business processes to achieve success.

## The Outcome

At the start of the COVID-19 pandemic, Ventec collaborated with the manufacturer to rapidly scale up production of critical care ventilators. In one month, the teams went from an introductory phone call to delivering life-saving technology to frontline medical heroes. The full federal order of 30,000 ventilators was completed in just 154 days, with one unit completed about every seven minutes.

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*All in all, we increased our rate of manufacturing by 80 times between May and August 2020.”*

**Mike Long**, Vice President of Operations, Ventec Life Systems

## Pivoting to win

In addition to the high volumes needed and the extremely tight timelines, the product differed from the one Ventec typically produces. The company's core product, VOCSN, integrates five separate devices — a ventilator, oxygen concentrator, cough assist, suction, and nebulizer — into one unified, mobile respiratory system. Ventec engineers created a new configuration of a critical care ventilator at record speed to meet the escalating need to fight COVID-19.

Production began in April 2020, with Ventec and the manufacturer teaming up to systematically analyze each process to see how it could be divided into multiple processes that operated in parallel. Ventec also had to work closely with its suppliers to ensure it had the components required to manufacture the new configuration.

Mike Long, Ventec's Vice President of Operations, says: "As our business processes rapidly changed, we worked closely with SYSPRO and Systems Advisory Services (SAS), our value-added reseller, to alter our SYSPRO solution to reflect those operational changes."

"And we had to do it fast. Previously, we produced about 150 units a month. Ninety days into the project, in July, we reached a target of 12,000 devices for the month. All in all, we increased our rate of manufacturing by 80 times between May and August 2020."

## Breaking down constraints

Ventec worked with SYSPRO to understand and address the barriers to the project, quickly developing the ability to predict impediments.

"Between Ventec, SYSPRO, and SAS, we had a good solid team which enabled rapid iteration of customizations, which was key," Long says. "The existing customizations in our systems supported a parallel build process which had to be modified into a flow operation. For example, a 90-minute operation performed by one person was broken up across 12 stations. This type of adaptation enabled us to run a three-shift operation, 24 hours a day, seven days a week, and SYSPRO's flexibility allowed us to adapt and change our business processes to make that possible."

## One solution is the key

Ventec uses SYSPRO throughout its organization - from Material Requirements Planning to purchase orders, inventory management, inventory control, lot serial tracking, Work in Progress, shipping logistics and sales order processing as well as accounts payable, and receivable. The data generated by SYSPRO drives Ventec's sales force automation management and post-market servicing.

"The ability to do all that in one system is the key," Long says. "Defining the problem was also critical - once we knew what we were working towards, all we needed to do was make sure we had the right tools to do it."

Once you have the right tools and the right people and are willing to take advantage of all 24 hours in the day, it's amazing what you can get done."

Utilizing SYSPRO's technology platform, which provides extensibility to the core ERP, Ventec was able to streamline shop floor operations with a set of customized panes for Job processing, developed by Chris Davis, an independent SYSPRO Support consultant. These applications seamlessly engaged with the core ERP and provided SYSPRO users an engaging, and simplified user experience to get their jobs done in as an efficient manner as possible, given the high transactional volumes.

Further key success factors included communicating effectively with staff and allocating accountability. By engaging the workforce to understand the requirement and the goal, people willingly worked double shifts without question.

"It's a story of leadership and execution. When you have a really hard problem to solve, engaging with people brings them on board to help find a solution," Long says.

## Partnering for success

In addition to the vital role played by Ventec's SYSPRO solution, the supply chain was a huge factor.

"From a volume perspective, we tried to do in three months what previously would have been required for 15 years of manufacturing. Our suppliers moved those volumes by doing the same thing we did - working 24/7," Long says.

"We had full transparency and combined our engineering resources. Both parties benefited from the experience, which led to true partnerships rather than the usual supplier relationship."

Commenting on the benefits to Ventec as well as its customers, Long says the opportunity to use the vast quantity of data created by the project to implement improvements resulted in a higher quality product. The high visibility of the undertaking also bolstered Ventec's brand, opening up opportunities for further growth.

"We are committed to maintaining increased production capacity for as long as is needed to ensure frontline healthcare workers have the necessary tools to save lives," Long says.





## About SYSPRO

SYSPRO is a leading, global Enterprise Resource Planning (ERP) software provider, specializing in key manufacturing and distribution industries. Our Industry-built solutions and services are designed to make things possible.

SYSPRO's ERP solution empowers customers to take the next step – whether it is expanding into new territories, adding new product lines, transforming business processes, or driving innovation. Through our ERP software, customers gain access to solutions, processes, and tools to assist in the management of data for key business insights and informed decision making. The solution is scalable and can be deployed in the cloud, on-premise, or both, and accessed via the web on any device to provide customers with choice and flexibility.

As a trusted advisor, SYSPRO remains focused on the success of partners and customers. With a strong commitment to channel partner growth, SYSPRO customers are backed by a team of global experts that drive maximum value out of IT systems and business solutions. We are committed to addressing the unique needs of our customers, enabling them to easily adapt and remain resilient. Our evolving solutions are aligned with industry trends and leverage emerging technologies that will enable partners and customers to secure a digital future and to gain a competitive advantage.

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