

Medical
Device
Manufacturer



eVerge – GO LIVE SUCCESS STORY

Modernized Sales and Service Processes to Allow for Rapid Growth

 **Salesforce Products**



Company Information

A world leader in UV technology-based infection prevention strategies and solutions. They save lives and reduce suffering by destroying the deadly microorganisms that cause hospital acquired infections.

Why eVerge?

Over two decades of experience with Medical Device Manufacturers

Experience in enabling rapid growth with the Salesforce platform

Business Challenge

- **Facing unprecedented growth** without the platform to support it (Xenex robots successfully combat COVID); current market segment not even close to saturation while new market segments have not been touched.
- Field Sales personnel burdened with unacceptable amount of **administrative time in generating Quotes and Orders**.
- Pricing, Bundling, and Quote / Order are both **highly-laborious and error-prone** processes.
- No ability to systematically **enforce Government (GSA) pricing** & contract compliance rules.
- **Enabling sales support tools** to scale for the expanding products and pricing across domestic and international geographies.
- Significant **overhead and labor costs** involved in scaling Manufacturing processes across new warehouses in order to keep up with tremendous increase in demand.
- **Inefficient collaboration** between Sales and Manufacturing

Success Outcomes

- **Faster turnaround** on Quote and Order Delivery
- Minimized time, hassle & error susceptibility by **reduction of manual entry**
- Enabled the **ability to scale** for new products and services as portfolio expands
- Automated Government (**GSA**) **contract compliance and audit capabilities**.
- Centralized **management of Pricing** for Domestic US and Global Customers
- Accommodated **complex Orders** (trades, multiple models, rentals, leases, etc.)
- **Gain better insights into Opportunity to Quote & Order Trends** and Results via unified and consolidated reporting
- **Support growth projections** (400 robot month) by simplifying and accelerating collection processes, even when in “off remote warehouses.
- **Reduced labor costs** for Manufacturing providing real-time integration



“Your Team is AMAZING! They are so skilled, patient, and respond quickly (and without drama) to our ever-evolving requests. Several times the Lead Engineer has shared how impressed he is with your team...a huge compliment.” – Manager – Supply Chain & Manufacturing



Get in Touch



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