



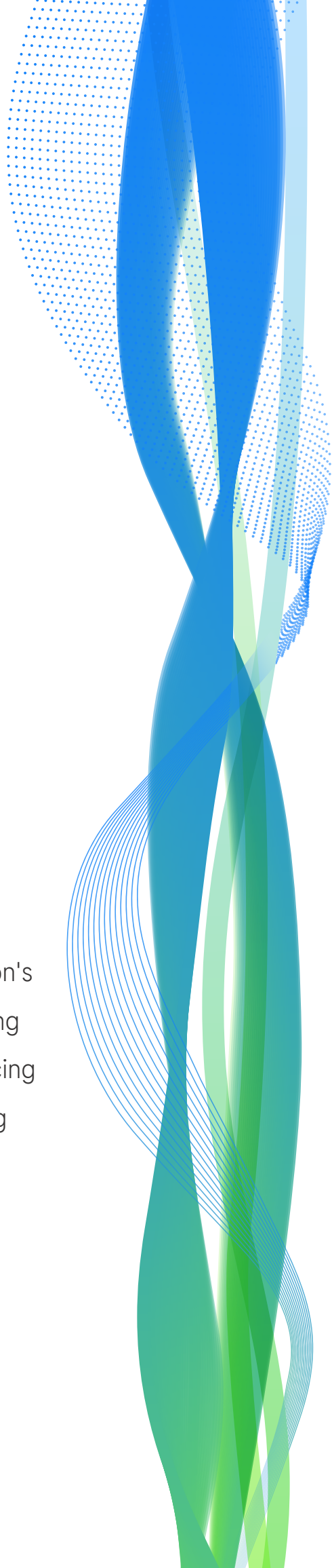
navify>[®]

Inventory

Insights from the Voice of Customer survey

This article presents the results of a six-month Voice of the Customer (VoC) survey aimed at evaluating **navify** Inventory's impact at a global level.

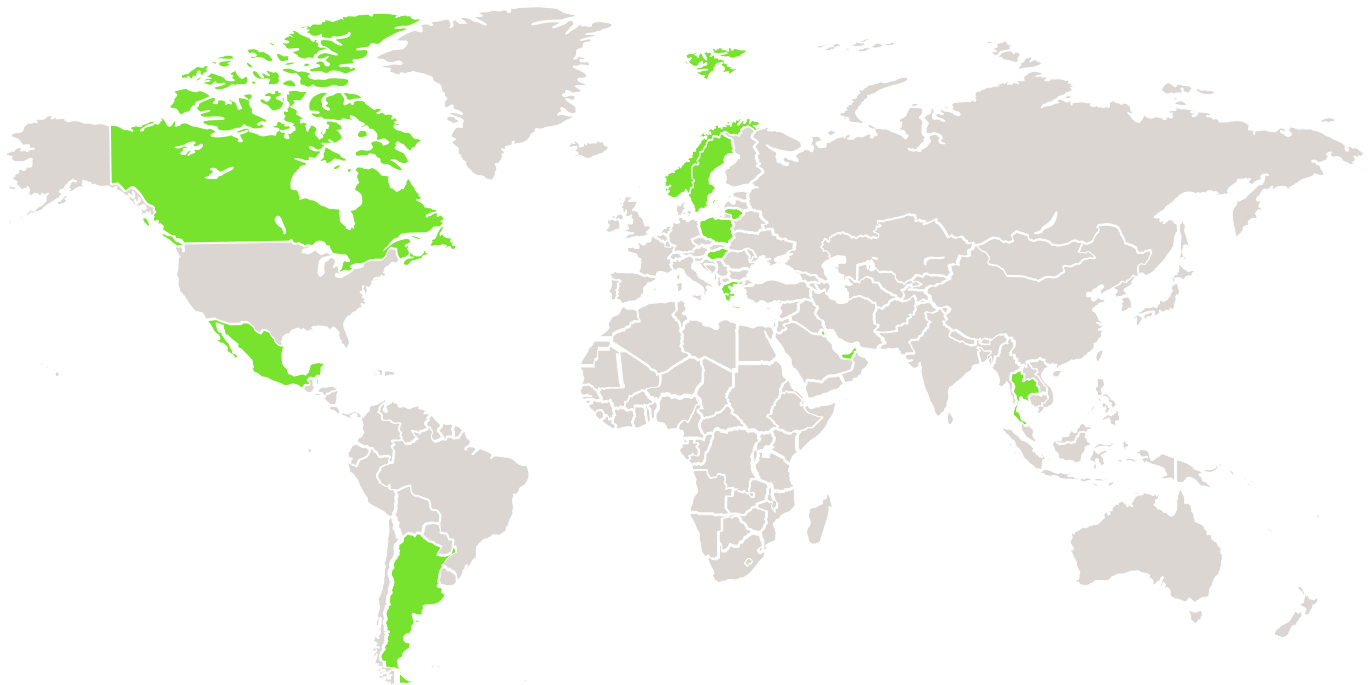
Crucial findings emerged about the solution's ease of use, its effectiveness in streamlining operations, and its significant role in reducing stock-outs, expired inventory, and ordering costs.



Introduction

In today's fast-paced healthcare environment, inventory management is a crucial aspect of operations.¹ Hospitals and healthcare providers must ensure supplies are available and ready for use while minimizing costs associated with waste, stockouts, overstocking, and manual labor.^{2,3} Engaged in the optimization of storage space, efficient stock level management, the reduction of inventory costs, prevention of expiration, and the avoidance of last-minute rush orders, inventory managers are focused on delivering high-quality service in a cost-effective manner.⁴ The overarching objective is to streamline operations, minimize costs, and prevent materials from becoming obsolete or excessively stocked.^{1,3,4}

Furthermore, digital solutions have introduced remote management capabilities, further optimizing supply chain processes and enhancing resilience in the face of disruptive events.^{2,3,5} Over the years, digital solutions have become a popular tool to streamline inventory management,^{1,3} with **navify** Inventory being an example within this domain. This article presents the results of a six-month Voice of the Customer (VoC) survey aimed at evaluating **navify** Inventory's impact at a global level. The survey gathered input from 13 countries and received a total of 31 responses. The survey covered customers of **navify** Inventory, with respondents from Canada, Greece, Thailand, Mexico, Norway, Denmark, UAE, Argentina, Hungary, Kuwait, Lithuania, Sweden, and Poland.



Voice of the Customer Survey Findings

The survey revealed several key insights into how **navify** Inventory affects customers' workload and operational efficiency levels.

A significant finding is that **navify** Inventory streamlines operations and reduces manual labor. 72% of the current customers claimed a decrease in the time spent on inventory activities. The survey also highlighted that 84% of respondents reported a reduction in manual labor after implementing **navify** Inventory. This reduction in manual labor results in increased efficiency and allows employees to focus on other important tasks.

Beyond labor-saving benefits, customers also recognized **navify** Inventory's efficiency in mitigating: stock-outs, inventory expiration, and increased ordering costs. The survey showed a towering 93% of participants reported a decline in stock-outs post-implementation, underscoring the system's ability to effectively manage inventory to meet demand.

"The main value is the reduction of the manual time spent on this activity by laboratory staff"

- MD , Mexico

The survey also unearthed financial savings, with 74% of respondents confirming fewer instances of inventory expiration, preventing wastage and reducing the financial burden of unsold items. Additionally, 71% of participants testified to lowered ordering costs upon implementing **navify** Inventory, which has the dual benefit of slashing unnecessary expenditure and bolstering overall profitability.

"We always know how much we have in stock, and it's great to order reagents."

- Professional specialist, Denmark

The survey also highlighted that customers highly rated **navify** Inventory for its ease of use. Users located in Canada, Lithuania, Poland, Greece, UAE, and Denmark praised the solution for its automation capabilities, as it simplifies inventory management and saves valuable time. The intuitive interface and user-friendly features contribute to a positive user experience, enhancing customer satisfaction.

"[navify Inventory] means real-time inventory vision."

- Laboratory head assistant, Canada



84%
reduction in
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labor



72%
decrease in the
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93%
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74%
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inventory
costs



71%
decrease in
ordering
costs



Conclusion

In conclusion, the Voice of the Customer survey, conducted among diverse global customers of **navify** Inventory, has yielded valuable insights that underscore the profound impact and effectiveness of the product. The survey findings demonstrate that **navify** Inventory serves as a catalyst for operational optimization, mitigates manual labor on inventory activities, reduces stockouts, decreases costs associated with expired inventory, and minimizes ordering expenses.

The implementation of **navify** Inventory has proven to be a game-changer for inventory management across multiple countries.

“ [navify Inventory] means real-time inventory system traceability of all transactions performed” - Laboratory supervisor, UAE

The resonance of these findings with the introductory challenges faced by healthcare providers in today's fast-paced healthcare environment¹ underscores the relevance and impact of **navify** Inventory as a transformative solution for inventory management across numerous countries.

References

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Disclaimer: Individual lab results may vary, and testimonials are not claimed to represent typical results. All testimonials are real participants, and may not reflect the typical purchaser's experience, and are not intended to represent or guarantee that anyone will achieve the same or similar results.