



CASE STUDY – ADVANTICS™ Operational productivity with ezPro  
**Supporting optimisation of inventory management  
and operational efficiency at a leading private  
hospital in South Africa**

**Insights.  
Collaboration.  
Impact.**

Advancing partnership  
for better outcomes



# EXECUTIVE SUMMARY



## Client

### Raslow Private Hospital, Pretoria, South Africa

leading private healthcare facility

24-hour Accident and Emergency unit and a comprehensive range of medical treatments

## Challenges

- 1 Manual processes for handling Boston Scientific Endoscopy consignments
- 2 Frequent mistakes in inventory tracking and ordering
  - delays in procedures
  - increased operational cost
  - additional strain on staff

## Deployed Solutions

### ADVANTICS™ Operational productivity with ezPro

-  close collaboration with hospital pharmacy and clinical teams
- +**
-  implementation of ezPro, including deployment support
- +**
-  staff training on new digital workflow

## Impactful Outcomes

**15MIN**  
TIME TO INVOICE

Invoicing process shortened from 2 days to just 15 minutes



Improved inventory accuracy



Enhanced workflow and staff efficiency

# About the Hospital

Raslouw Private Hospital is a premier, multi-disciplinary acute care facility located in the heart of Centurion, Pretoria. Established in 2022 as part of the Africa Health Care (AHC) group, it serves as a critical healthcare hub for the Gauteng region, integrating sophisticated medical technology with a specialized architectural layout to optimize patient flow and clinical outcomes.

The facility provides 24-hour emergency services and houses 17 specialist consulting suites. Clinical infrastructure includes three operating theatres and a Catheterisation Laboratory. The 100-bed capacity is distributed across several specialized wards, including an Adult Intensive Care Unit (ICU), a High Care Unit, a Neonatal ICU, a Maternity Unit, and a Paediatric Ward.

Specialized medical services offered at the hospital include Cardiology, Orthopaedic Surgery, ENT Surgery, Gynaecology, Obstetrics, Urology, General Surgery, and Plastic and Reconstructive Surgery. Supporting on-site services consist of a radiology department, a pathology laboratory, as well as a retail pharmacy.



# Customer Challenges

The clinical and operational teams at Raslouw Private Hospital were facing persistent challenges in managing BSC Endoscopy consignment stocks.

Manual processes resulted in a lengthy and errorprone workflow from product use in procedures to final invoicing, with frequent mistakes in inventory tracking and ordering.

These inefficiencies led to delays in procedures,

increased operational costs, and placed additional strain on staff resources.

Across South Africa, hospitals are continually seeking ways to strengthen operational performance while maintaining financial balance.

Digital inventory management solutions present a clear opportunity to reduce handling costs, streamline staff utilization, and provide real-time visibility

into stock levels and consumption.

For Raslouw Private Hospital, part of the Africa Healthcare Group, the challenge was to enhance efficiency and reduce costs to support sustainable growth.

Without addressing these gaps, the organization faced potential workflow bottlenecks, rising expenses, and missed opportunities to elevate both operational standards and patient care.

# Deployed Solutions

In response to the operational challenges identified at Raslouw Private Hospital, Boston Scientific partnered closely with the hospital's pharmacy and clinical teams to implement the ADVANTICS™ Operational productivity with ezPro Digital Solution for endoscopy inventory management.

This collaboration was designed to directly address inefficiencies and deliver measurable improvements for the hospital.

## ASSESSMENT

### Identification of underlying causes

In close collaboration, Boston Scientific, the hospital's pharmacy and clinical team identified the root causes of inefficiencies.

## ezPro DEPLOYMENT

### Digital Stock Management

BSC designed a digital solution tailored to the hospital's needs. Once the solution was installed in the hospital's system, staff were onboarded and trained to use ezPro effectively.

## ezPro IMPLEMENTATION

### Roll-Out and On-Boarding

Key steps in the implementation included:

- Uploading the product list, prices, and unique product numbers (UPNs) to the hospital's ezPro account.
- Training staff on the new digital workflow for inventory management, ordering, and invoicing.
- Enabling real-time visibility and control over stock levels, consignments, and consumption per procedure.

This structured deployment of ezPro allowed Raslouw Private Hospital to streamline its inventory management, reduce invoicing times, and improve overall operational efficiency, laying the foundation for measurable improvements and future growth opportunities.

# Impactful Outcomes



## Efficient Inventory Management with ezPro

The results of the ADVANTICS™ Operational productivity with ezPro implementation at Raslow Private Hospital provided compelling evidence for the value of digital transformation in hospital inventory management.

1

### Significantly reduced invoicing time



Invoicing process was shortened from two days to just 15 minutes.

2

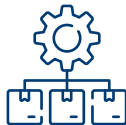
### Improved inventory accuracy



Orders became more accurate, and the hospital gained better control over stock levels, consignments, and reordering.

3

### Enhanced workflow and staff efficiency



Less time spent on material management allowed staff to focus on patient care, with real-time visibility on material costs and consumption per procedure.

4

### Positive customer feedback



The hospital reported high satisfaction, with staff highlighting the ease of use and time savings. They have also expressed interest in expanding the solution to other departments.

# ADVANTICS™ solutions



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