



TIMS SUCCESS STORY: INTUITIVE SURGICAL



Challenges

- Lively growth
- Workflow complications
- Rapid evolution
- Everchanging cleanroom



Solutions

- Flexible VMI
- Service three times a week
- Quick action
- Adaptable catalog



Results

- Everchanging services
 - No stock-outs
- No manufacturing downtime
 - Scalable solutions

ABOUT INTUITIVE SURGICAL

Intuitive Surgical, Inc. is an American corporation that develops, manufactures, and markets robotic products designed to improve clinical outcomes of patients through minimally invasive surgery, most notably with the da Vinci Surgical System.

PROBLEM

Since Intuitive Surgical is manufacturing robotic parts, the technology they use is rapidly evolving. They are always changing the inside of their cleanroom based on what the needs and demands of the industry are. They were looking for a VMI solution at a lower cost from a smaller company without the high level of commitment larger VMI companies require. They wanted a company that was willing to meet the same level of flexibility that was needed.

WHY TIMS?

They wanted a company that would be adaptable to their evolving needs, as well as, a team that could provide a personalized experience. Thomas was not worried about the economics of how much we were going to charge for products or services. We were able to meet their requirements of Intuitive Surgical at a lower cost than other VMI programs. Our VMI service was able to offer a more tailored solution than the larger distribution companies.

Thomas Inventory Management System has been very responsive to our ever-changing and evolving needs as a top tier medical device manufacturer. Their ability to support our dynamic business model has allowed us to ensure that we maintain supply continuity, even with known supply issues across the globe due to the pandemic. TIMS has thankfully allowed us to ensure we are always stocked with cleanroom supplies and disposables. Our manufacturing operations have not skipped a beat!

- Benjamin Gonzalez, Production Supervisor II
Intuitive Surgical



Intuitive Surgical - Medical Appliances & Equipment company

SYSTEM IMPLEMENTATION

Our VMI solutions started at one location and supplied Intuitive Surgical with their cleanroom supplies. We stocked twice a week, based on preset mid-max levels and their historical usage data. As their organization expanded, TIMS was able to scale with their needs. By using a dedicated inside customer support team member, a sales representative, and a dedicated truck and driver system. We started with a very precise inventory control system, delivery system, and an easy-to-contact system that allowed themselves and TIMS employees to communicate more effectively. We now service four locations three times per week.

LOOKING FORWARD

As Intuitive Surgical continues to grow, we are excited to be able to change with them. We are adding additional product categories to their services including, chemicals, and safety. We are currently supplying three locations and they are in the process of building a larger cleanroom facility that TIMS will soon be servicing. Intuitive Surgical has started to take supplies over to the new building but it has not fully operational yet. Their locations are ascending from VMI level 2, to level 3 and level 4.

FINAL RESULTS



0 Stock outs, 0 lines down



Quick actions



40 items stocked weekly

We give Intuitive Surgical peace of mind when it comes to ensuring their lines are up and running with zero stock-outs. They are not worrying about lines going down, we have added a level of security that is trusted to keep them moving at all times. We have become an extension of their organization and became part of their DNA. We are a trusted advisor and part of their product planning team.



Saving Time and Reducing Total Costs Through Precision Cost-Efficient Inventory Management

SERVING THE SCIENTIFIC COMMUNITY FOR OVER 100 YEARS, WE PUT OUR CUSTOMERS FIRST!

We have partnered with hundreds of customers to provide best-in-class vendor managed inventory programs with you in mind. We have a proven track record to manage customer inventory freeing you up to manage your business.

We offer various level programs to suit your needs:

Level 1: Products delivered to Dock or Staging Area

Level 2: Stockroom Management and De-trashing Service

Level 3: Point-of-Use, Gown Room Management, De-trashing Service

On-site Service: On-site Materials Management, Gown Room Management, De-trashing Service

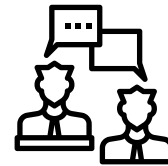
Integrated Services: Specialized Services, Warehouse Management, Kitting Service

LEARN MORE ABOUT THOMAS INVENTORY MANAGEMENT SOLUTIONS



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