

CUSTOMER SUCCESS STORY: PROCESSWEAVER CLOUD PLATFORM BY ELEMICA

# Global Medical Manufacturer Modernizes Logistics Execution to Scale Supply Chain Transformation

## Executive Summary

A leading global manufacturer of medical technologies is undertaking a shipping execution and compliance transformation through Elemica's ProcessWeaver Cloud Platform. The company launched its logistics modernization initiative in 2022, initially deploying the solution within its services division before expanding to its parts division as part of a multi-year global rollout.

Faced with complex regulatory requirements, rising shipment volumes, and an aging legacy platform, the organization turned to Elemica for a scalable, API-driven solution. They reached a major milestone in early 2025 with the go-live of a high-volume U.S. distribution center handling 10,000+ shipments daily. With enhanced automation, integrated compliance features, and improved visibility, the company is building a more agile and resilient supply chain.

## About the Company

This Fortune 500 global medical technology company designs and manufactures diagnostic equipment, digital healthcare solutions, and patient monitoring devices used in hospitals, clinics, and research centers worldwide. With operations in over 160 countries and over 50,000 employees, the organization supports life-saving care with rapid, precise, and reliable delivery of its equipment.

In 2024, the company launched a multi-phase supply chain transformation strategy to unify its global logistics systems and to improve the speed, visibility, and compliance of its shipments.

## Modernizing Logistics for Global Scale

With mission-critical equipment being shipped daily, the company required a solution that could ensure high-volume parcel and LTL shipping execution with precision and compliance. Its legacy system created bottlenecks in high-throughput environments, lacked integration flexibility, and required significant manual intervention.

Goals for the transformation included:

- Automating customs filing
- Enabling advanced returns handling logic
- Ensuring dangerous goods (DG) compliance
- Providing real-time shipment visibility and POD tracking
- Reducing manual effort and shipment errors

The project started with the services division and is now expanding into the parts division as part of a two-to-three-year rollout plan. In March 2025, the organization's flagship U.S. shipping center, its highest-volume site, successfully went live, processing 10,000+ shipments daily.

## Key Capabilities Delivered



**Location-agnostic shipment execution via standardized APIs and EDI**



**AES (Automated Export System) integration for U.S. customs filing**



**Carrier integration with 60+ global providers**



**Flexible track-and-trace across both on-demand and batch modes**



**Custom logic for returns workflows**



**Support for DG documentation and compliance**

These capabilities are vital to ensuring uninterrupted, compliant global logistics operations for medical-grade equipment.

# Key Outcomes



## Operational Continuity and Scalability

The phased deployment approach ensured business units maintained uninterrupted operations and fulfillment rates throughout rollout.



## Compliance and Risk Management

Automated AES filing and DG shipment support improved regulatory compliance and significantly reduced manual effort.



## Enhanced Visibility and Speed

Real-time shipment and return tracking enabled faster revenue recognition and improved customer satisfaction.



## Custom Integration Across Divisions

The location-agnostic API architecture allows the platform to scale across different geographies, systems, and business units.

# Why Elemica

This organization selected Elemica for its deep logistics expertise and its flexible, scalable platform. Key factors influencing the decision included:



**High-volume, multi-site execution**



**Regulatory compliance for customs and DG shipments**



**Seamless integration with internal systems and carriers**



**Rapid implementation with a flexible, modular approach**

Elemica's team partnered closely with internal stakeholders, aligning seamlessly with business objectives to define a scalable rollout strategy that could extend across divisions and regions without interrupting business continuity.

# Measurable Results and Impact

Since deployment, the company has achieved:

## Operational Resilience

→ Zero downtime or reported issues during go-lives

## Throughput at Scale

→ 10,000+ shipments/day from a single site

## Speed and Accuracy

→ Reduced delays and manual intervention

## Data-Driven Decisions

→ Enhanced shipment visibility and returns tracking

## Global Scalability

→ Platform expansion continues across multiple business units

The implementation has enabled consistent execution, real-time visibility, and improved financial outcomes, while building the foundation for global rollout.

## Looking Ahead

As implementation continues across the company's parts division and other locations, the next phase will focus on broader use of analytics, further automation of returns, and deeper integration across supply chain systems.

Elemica continues to serve as a strategic partner the company is confidently executing a global logistics transformation, building a more agile, compliant, and scalable supply chain to support its mission of improving outcomes for patients worldwide.



*"From day one, we trusted Elemica to guide us through a high-stakes transformation, and they delivered. Seamless execution, clear communication, and a real understanding of our business made all the difference."*

- **VP of Global Logistics and IT, Medical Device Manufacturer**



# Connect with Elemica

Ready to streamline high-volume logistics for critical shipments? Learn how Elemica helps global manufacturers optimize supply chain execution.

Connect with us



## Elemica

Elemica is a leading provider of Digital Supply Chain Management solutions and the premier multi-enterprise collaboration network for global process manufacturing industries. Our SaaS portfolio of network-powered digitization and visibility solutions automate critical information flows, enable multi-channel data strategies, and improve end-to-end supply chain performance. Elemica solutions connect many of the world's largest manufacturers to their direct material suppliers, logistics service providers and end customers, helping them realize the promise of, and return on, their investments in supply chain digitization.

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