

Insulet Corporation

Manufacturing Case Study

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Janet Scott, Senior Director, IT Corporate Systems

Insulet Corporation

Insulet is an innovative medical device manufacturer dedicated to making the lives of people with diabetes easier. They are the maker of the Omnipod System, a revolutionary and easy-to-use tubeless insulin pump that provides up to three days of non-stop insulin delivery, without the need to see or handle a needle. Insulet is headquartered in Billerica, Massachusetts, with manufacturing facilities in China and the US.

In 2016, Insulet Corporation developed a strategic five-year plan for growth, which included upgrading its Microsoft Dynamics AX ERP system. "We made the decision to upgrade to Microsoft Dynamics AX 2012 R3 in the Microsoft Azure Cloud because our current ERP system was over 10 years old, and was no longer supported by Microsoft," says Janet Scott, senior director, IT Corporate Systems at Insulet. "It was critical for us to upgrade to a system that was supported in order to achieve our growth and our strategic plans over the next several years. Some of those plans include going direct to market in Europe, and construction of a new state-of-the-art US manufacturing plant based in Acton, Massachusetts," continues Scott.

Insulet was somewhat hesitant to upgrade after a previous attempt in 2013. After 2+ years, two different AX partners, and a complete change in its management team, Insulet cancelled the project and began working with Edgewater Fullscope.

Key Benefits

- Project planned timeframe and budget achieved
- Standardized on a state-of-the-art Microsoft Dynamics AX system with minimal enhancements and harmonized business processes
- Upgraded Microsoft Dynamics AX system supports five-year strategic growth plan, including expansion into regulated European markets, and planned manufacturing facilities
- Optimized in Microsoft Azure cloud reduces infrastructure costs and business risk while providing flexibility
- Successfully integrates with best in class medical billing system
- Out-of-the-box functionality scales for new processes, new lines of business, and new market opportunities for future
- Additional supply chain and manufacturing functionality now available

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The upgrade at Insulet was complex, and is considered a re-implementation following the previous upgrade initiative that stretched over three years prior to its cancellation. In contrast, Insulet in partnership with Fullscope completed the project in six months from start to finish. Insulet rolled out a state-of-the-art medical billing system simultaneously, and integrated AX with Salesforce.com for patient intake. "As you know, most complex implementations run into issues that are unforeseen," says Scott. "The strength of the Fullscope team really came across during the implementation for us when we ran into those issues. They were always able to bring the right person at the right time onto our project and give us that expertise that we needed as we ran into those issues."

Insulet assembled a strong team internally to prepare for the upgrade. "One of the things that I believe contributed to our success, and I think Fullscope would agree, is that we had a very strong team on the Insulet side," confirms Scott. "Our business team and our IT teams were very committed and dedicated to the project right from the start. It was important that all the teams worked well together. There was excellent executive level support and alignment across the Insulet and the Fullscope teams, which was also key to our success."

The team at Insulet decided to move forward with less customizations in the upgraded version of AX. "In the old system we were highly customized," says Scott. "I think at our last count we had hundreds of customizations that made it very difficult for us to scale. With the new system, we're using out-of-the-box functionality that's going to allow us to scale for new processes, new lines of business, and new market opportunities."

As Insulet is a medical device manufacturer and a publicly traded company, the new system had to clear two major regulatory hurdles. 1) it had to meet requirements as a fully validated system 2) it had to be SOX compliant – two accounting firms were involved in the project and agreed that the project was ready to go-live.

"The new platform delivers functionality that we need to enter new markets, and additional supply chain and manufacturing functionality that was not available on our previous platform," says Scott. Microsoft Dynamics AX also prepares Insulet to go direct-to-market in Europe, and open its new manufacturing facility in Massachusetts.

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The Insulet team continues to be happy with its ongoing support from Fullscope. "Fullscope was an excellent partner across the board I would highly recommend them to another company," says Scott. "In fact, I recently recommended them to other companies at the AX Summit user conference. They are a wonderful partner, they helped us meet our schedule, and they helped us meet our budget. They brought energy to the project and they were a great fit for Insulet. I feel as if they would be great fit for any company."



The complex implementation included:

- GL, AP, AR, Management Reporter and Fixed Assets
- Bi-directional AR integrations with a new Medical Billing system which supports EDI invoicing to insurance carriers
- Sales and marketing with bi-directional integrations to Salesforce.com and customizations to support sales order templates
- Procurement and sourcing including custom workflows for requisitions and purchase orders
- Fullscope Data Collection
- Master planning and production control
- SKG Treasury Automation for AR and Positive Pay
- Integration with FedEx shipping

About Fullscope

Edgewater Fullscope delivers innovative Microsoft ERP, CRM and BI solutions and services on premise or in the cloud to companies in North America and Europe. The award-winning company is one of the largest resellers of Microsoft Dynamics 365 (formerly Dynamics AX and CRM). We also offer strategic consulting delivering a blend of classic and product-based consulting services that help clients reduce costs, improve processes and increase revenue through the judicious use of technology. We continually fine-tune our process and user-adoption programs to give you the maximum return on your investment. This commitment to stay with you throughout your Dynamics 365 journey has earned us the highest customer retention rate in the business.