

A Medical Device Manufacturer

Driving Biomedical Excellence with **MES** & **Advanced WMS** in Dynamics 365

About the Company

A global healthcare manufacturer specializing in surgical sutures and needles, ophthalmic surgery products, biopsy instruments, wound closure solutions, and specialty surgical consumables; headquartered in Westwood, Massachusetts, with 2,500 employees and ~\$500M annual revenue.



Industry

Medical Devices
& Healthcare
Manufacturing;
Workforce:

2500+

Presence
**North
America,
Europe,
Asia**

Service



D365 Finance &
Operations



Custom MES
Enhancements



Manufacturing Execution
System (MES)



Hybrid Delivery
Model



Job Reporting
Automation



Advanced Warehouse
Management (AWMS)



Reservation
Hierarchies



Batch
Traceability

Solution

Migration to Advanced WMS

01

Transitioned from RF-SMART middleware to native D365 FO AWMS, streamlining warehouse operations including raw material picking, sales order picking, put-away, labeling, and material movements.

MES-Driven Production Reporting

02

Implemented D365 FO MES for shop floor execution with automated job start, job end, material consumption, and report-as-finished (RAF).

Optimized Inventory Models

03

Redesigned item models, reservation hierarchies, and tracking dimensions to improve workflow efficiency and compliance.

Custom MES Enhancements

04

- **Duration Override:** Enabled workers to adjust job hours and resources for accurate job costing without code changes.
- **Skip Time & Attendance Check:** Allowed RAF completion even when HR approvals were pending, ensuring timely inventory updates while keeping HR workflows independent.

Results and Outcomes

- 30% faster production job reporting.
- 80% reduction in RAF delays.
- Improved accuracy of job costing and production variances.
- On-time production closures with fewer manual interventions.
- Increased MES adoption with user-friendly corrections and flexibility.
- Enhanced collaboration between production and warehouse teams.
- Greater compliance and traceability of batch-controlled items.