

Customer Success Story

Blood Systems Keeps Abreast of Adaptive Insights' Latest Innovations Through Intuitive TEK's Support



Blood Systems is one of the nation's oldest and largest comprehensive transfusion medicine organizations. It serves blood centers, hospitals and health systems. Its blood centers provide blood, blood components and special services to patients in over a 1,000 hospitals nationwide.

Founded on the principles of quality, excellence and service, Blood Systems provides an effective centralized support structure and facilitates comprehensive blood service contracting for national and regional healthcare systems.



Intuitive TEK's timely implementation and attentive customer service help Blood Systems meet its goals.

Manufacturers like Blood Systems need to be able to consolidate complex data from nationwide divisions and manufacturing facilities to be successful at production planning, reporting and budgeting. Detailed planning is necessary to produce key measurements and efficiency reports, and quickly analyze financial information. Change is also a constant in manufacturing, so automation is a vital timesaver. Automatically updating reports, P&L, balance sheet and cash flow statements versus manual updating is the difference between a breeze and drudgery. Before Adaptive Insights, Blood Systems used inflexible software that required multiple steps to ensure the changes showed up throughout the system. Senior Director, Financial Management – Blood Services Rob Lill says, "Reporting was a chore since every report was unique; one change would require us to review every report."

Thanks to Intuitive TEK's seamless implementation of Adaptive Insights, Blood Systems has built detail and design into its FP&A. Blood Systems had high expectations; they wanted to develop a detailed budget process and create the entire financial reporting package within a strict timeframe. "Intuitive TEK kept on pace with us and our changing needs and helped us meet all of our initial goals. We've been able to add more detail to our planning, which allows us to produce better efficiency models and analyze financial information quicker," says Lill.

But the business relationship did not end after implementation. Intuitive TEK's on call know-how is vital to Blood Systems' success with Adaptive Insights: "Intuitive TEK has been a great resource for new products offered through Adaptive Insights and continues to support us on design and structure questions."

Blood Systems really appreciates Intuitive TEK's ongoing support. Lill says, "Customer service is definitely their number one goal. They always go out of their way to make sure all of our needs and questions are taken care of. They're also a very nice and fun group."