



## BUSINESS PROFILE

SWEDISH BONESUPPORT DEVELOPS AND PRODUCES BONE SUBSTITUTES UNDER THE BRAND CERAMENT. FOR ADDITIONAL INFORMATION SEE WWW.BONESUPPORT.COM.

## BUSINESS/IT CHALLENGE

BONESUPPORT WANTED AN ERP SYSTEM THAT HAS ROOM FOR EXPANSION AND MATCHES THE GOVERNMENT'S REGULATIONS FOR MEDICAL COMPANIES.

## SOLUTION

- MICROSOFT DYNAMICS NAV
- TECTURA LIFE SCIENCE

## BENEFITS

- STANDARD SYSTEM THAT SUPPORTS ALL THEIR NEEDS
- FAST IMPLEMENTATION
- GLOBAL SUPPORT

## STANDARD SYSTEM WITH EXTRA LOVE OF ORDER

Swedish BoneSupport develops and produces bone substitutes, which helps patients with brittleness of the bones and complicated fractures. In this industry there are high demands for documentation. If a suspicion of a mistake should occur, BoneSupport has to produce information very quickly.

Fredrik Werner, the company's CFO, knows all about that. When he was hired in 2006, the company had decided to expand with at least a 100% increase each year by entering the markets in the USA, Europe and Asia.

### THE CHALLENGE

It was Fredrik Werner's task to make BoneSupport ready for the big leap. First, it was necessary that the company have a new ERP system. The new system needed to be expandable as BoneSupport expanded. And the system had to live up to the government's tough regulations for medical products, particularly traceability.

A company like BoneSupport has to be able to document all the components way into the company – and the finished products way out again – to the operation theaters.

"If you want to be global with a product like ours, then it isn't enough to know who you sold the product to. You also have to know who delivered the ingredients to the content of every single box we ship. If there is a suspicion of a mistake, we need to be able to track the issue and correct it immediately," says Fredrik Werner.

### THE SOLUTION

Tectura offered standard Microsoft Dynamics® NAV with a Life Science module. This solution is tailor-made for the thorough demands of traceability of the medical industry. It wasn't just the solution that was studied by BoneSupport – the company Tectura was also investigated.

"It's so important to do business with a partner who operates globally. When we deploy the system in new countries, we don't want our supplier to sit on the other side of the globe. Tectura is everywhere and that gives us security," Fredrik Werner explains.

## THE BENEFITS

The project started in March 2007 and it quickly became clear that it wouldn't be wise to spend time and money on adapting the system. The need and the solution were defined in a number of workshops which BoneSupport invited Tectura to.

"Our dialogue was very good. The people from Tectura were very good in explaining their system. And it was clear that they had a lot of experience working with other medical companies. This experience has been very useful for us," Fredrik Werner points out.

One month after the decision was made to partner with Tectura, BoneSupport began to test all the functions. Three months after the start of the project, their new ERP system went live.

"Of course there were problems in the project which we had to dig into. There always is. For us, it was just crucial that the time frame was obeyed. And it was, thanks to Tectura," says Fredrik Werner.

Shortly after the launch in Sweden, the system was launched in the USA, with different laws and different demands. For that process, it was valuable to have a global service provider like Tectura.

"It was easy. After we had done the preliminary work in Sweden, we called Tectura in the USA and they helped get the system setup over there. A few months later, when we were ready to start the process in Germany, we repeated the procedure," says Fredrik Werner.

For the moment, BoneSupport is focusing on the rest of Europe, Italy first. Fredrik Werner hopes that BoneSupport can win a large part of the European market – he doesn't dare predict how large. No matter how well they perform, their ERP system will be able to follow the revenue. Even when BoneSupport eventually enters the Asian market, Fredrik Werner estimates.

"We have gotten a solution which covers our needs – now and in the future. Well, actually we are better off than we expected to be. In short: we are very happy."

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Fredrik Werner  
CFO  
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TECTURA®

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