



"Perot Systems is our partner, and they deserve as much credit as we do. Both teams work closely together. We focus on our relationship, and it works."

G. Gilmer Minor, III  
Chairman & Chief Executive Officer  
Owens & Minor, Inc.

## Customer Success Story as Featured in the 2003 Perot Systems Annual Report

Owens & Minor, Inc. [www.owens-minor.com](http://www.owens-minor.com)

### Challenge

Owens & Minor is the leading distributor of name-brand medical and surgical supplies in the United States. The company wanted to improve its inventory management, order handling, and distribution logistics among its headquarters in Virginia, the Owens & Minor sales force, and its 41 regional distribution centers, more than 1,000 suppliers, and 4,000 healthcare customers.

### Solution

To meet its ambitious business technology goals, Owens & Minor outsourced most of its IT functions to Perot Systems. Working together, our teams implemented internal process improvements, electronic tracking tools, and e-commerce solutions that facilitate better communication and inventory management at all points. A recent initiative is OMDirect<sup>SM</sup>, an easy-to-use online ordering system with advanced functions, including product pricing, order entry and tracking, and product availability. OMDirect<sup>SM</sup> provides smaller customers with powerful benefits usually found only in complex EDI systems. In addition, OMDirect<sup>SM</sup> provides inventory management, as well as visibility into the entire supply chain, so healthcare providers know where their products are at any point in time.

### Results

- Made just-in-time ordering possible from customer desktop locations
- Enabled Owens & Minor's customers to track shipments from the order origination point to the dock door at the destination
- Simplified procurement processes to relieve primary caregivers of the burden of ordering supplies
- Helped Owens & Minor achieve the #1 ranking on the prestigious *InformationWeek 500* list as the "Most Innovative and Influential Company" for two of the past three years



FROM LEFT: G. Gilmer Minor, III, Chairman & Chief Executive Officer; Craig R. Smith, President & Chief Operating Officer; Owens & Minor, Inc.

Find out how we can help you get results. +1 888 31 PEROT [WWW.PEROTSYSTEMS.COM](http://WWW.PEROTSYSTEMS.COM)

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