

## Keene Medical Grows their Business with TIMS Software

**In** 2004, Keene Medical of Lebanon, NH, was ready to grow, but their software system was not taking them there. It was time to go shopping. Knowing the cost of system wide transitions, both in time and money, Keene Medical required a product for long term utilization. More than the various software features necessary for day-to-day operations, their new investment had to be backed by a company with a vision for the future of its software and the market it serves.

When the search came to an end, TIMS Software fit the bill with its extensive array of features, including Computers Unlimited's ability and willingness to customize the system to fit Keene Medical's distinctive business needs. Using TIMS Software, they realized the outlook for success projected much further into the future.

### Implementation Team Commits to Success

Keene Medical dedicated seven people to work with CU's implementation team, including Scott Eastman, systems administrator and a veteran with the company for over 10 years. Over the course of six months, both companies worked together closely on data conversion, system and software installation and training.

While all change eventually meets some resistance, Keene Medical's employees love the new system by comparison. And, Keene Medical continues to work closely with CU's development team and looks forward to ongoing enhancements suitable not just for their business, but for others in the industry.

### Stand Out Features

When asked what the most important features of TIMS are for Keene Medical, Eastman begins with the foundation, "A reliable Windows based system using standard hardware." Eastman goes on to describe Crystal Reports' custom reporting and Diver business intelligence tools as a vast improvement over reporting from their previous system.

"Just all the things that the old software simply didn't have," Eastman goes on. "We used to print 100 to 200 purchase orders a day, then sort by vendor and finally, stand by the fax machine. CMNs used to be mailed by the thousands every week. Now at least half, if not more, are sent automatically by fax via TIMS, which means a faster response.



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“I do not think we would have seen that collaboration with our old software. They follow up when they say they will, and they answer all questions from the most difficult to the most simple. If we experience a problem with the software, they work with me every day until the problem is solved to minimize the impact on our business.”

## Benefits Realized

Besides quick and obvious savings from features such as TIMS E-docs and Collator, several small cost cutting measures occurred throughout the organization and quickly added up. In general, TIMS Software provided automation for tasks that required manual completion on the old software. Integration between previously separate business operations furthered efficiency and added to productivity. Running monthly reports, which took two to three days with the old software, now completes in *two hours*. Insurance eligibility checks through TIMS save twenty to forty minutes *per verification*.

While the number of staff has increased since 2005 when TIMS was first implemented, Keene Medical credits those additions to the opening of two new branches. Overall, TIMS Software is responsible for reducing the number of staff required to achieve successful business results.

Keene Medical's relationship with patients has strengthened as well. Customer service staff has better access to patient information and service requirements, allowing them to respond more quickly and more appropriately. TIMS frees up more hours of productive work, enabling staff to help more patients in a day's time.

## Conclusion: Living Up to Expectations

From the very beginning, Keene Medical has embraced being in the forefront of new development and often beta tests new programming for TIMS Software. While sometimes that means finding bugs, Keene Medical considers that to be a small and worthwhile risk. Rather, they see a larger benefit realized with being able to utilize new software features sooner and offer input concerning the direction of new programming.

Was the transition worth it? “Yes, without a doubt,” says Eastman, “We could not have furthered our business growth with as small of a staffing requirement had we not done this. Growing our customer base was not possible without improving our software.”

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Computers Unlimited  
2407 Montana Avenue  
Billings, MT 59101  
406-255-9500

[www.cu.net](http://www.cu.net)

