



Enthusiastic Adoption by Distributors and Sales Reps

"We have been extremely happy with WebOps and what it has done for our business. We have reduced our drivers from seven down to five and our customer service headcount from five down to four, saving about \$150,000 per year. We have eliminated \$600,000 worth of courier service while growing our business by \$16,000,000 over the past three years. Even our older sales guys rave about WebOps now and can't live without it".

Bob, Recon Sales Manager, Massachusetts

"We cut personnel cost by \$210,000 by increasing sales and reducing headcount. Our sales managers rely on it every day. Our reps rely on it every day. Our customer service and warehouse rely on it every day. Several surgeon practices schedule cases directly to us through WebOps. It has changed our office from a chaotic office to a smooth running office".

Rob, Agent Principal, Oregon

"WebOps has been a great tool for us. In 2010 we lowered our Inventory Efficiency fee \$25,000 and were 100% better in inventory visibility, advanced planning efficiency, case scheduling and error reduction."

Carter, VP Ops, Washington

"Our backroom process for working with kits has become so much more efficient. We were number one in the country last year in operations. Our inventory accuracy is excellent and the scanning now leaves very little room for error".

Dorothy, Operations Manager, Wisconsin

"As we grew our sales we were struggling to get the right product to the right place at the right time. We were making mistakes and the mistakes were killing us. With WebOps we have been able to focus on selling and we know that our warehouse will get it right. Sales reps aren't fighting with warehouse reps anymore. The cases that reps post are clear and unmistakable. Our sales managers have incredible visibility of everything that is going on. Also, we have saved hundreds of thousands of dollars annually in freight, couriers, and personnel costs due to the efficiencies WebOps enables."

Thomas, Agent Principal, Georgia

"It has given the ownership to reps to book all cases and be very accurate as to what implants and instruments are needed by each surgeon. It helps our sales managers determine case coverage. We sliced \$132,000 in freight costs within two months of implementing WebOps, in part by releasing two drivers".

Scott, Branch Manager, Colorado

"A big thing we were looking for was increase in accuracy in our loaner process and WebOps has helped us completely track our inventory. It has also created accountability between our sales reps and our operations. The improved visibility of all cases by all players ensures that we bill everything that goes on in a given day. We haven't added operations or customer service headcount since we started this program a few years ago even though our business has grown substantially".

Bob, Agent Principal, Minnesota