



# MDS Customer Profile

## HYGEN PHARMACEUTICALS, INC.

### Compliance, Flexibility, Integration and Unlimited Growth Potential MDS helps modernize the healthcare industry



Founded in 1993 in Bellevue Washington, HyGen Pharmaceuticals, Inc. was established with the goal of bringing lower priced generics from the Northwest. Since then they have become a leading provider of generic prescription pharmaceuticals to retail pharmacies, mail order pharmacies, and small chain pharmacies across the nation. HyGen Pharmaceuticals Inc. is ranked as an INC 500 Fastest growing private companies and recognized as one of Puget Sound Business Journal's Top 100 fastest growing businesses in Washington State.

Growth can be a business stress test and in the pharmaceutical distribution industry where federal and state regulations are changing rapidly, this can be especially true. HyGen recognized that to remain competitive they needed a solution and a software provider who could facilitate their growth and remain engaged in evolving regulatory matters.

After an exhaustive search HyGen selected the MDS System from The Systems House, Inc. (TSH). "The companies just fit, TSH understood our needs from day

one and gave us the confidence that if the solution wasn't in the software it could easily be added or enhanced to do what we needed" said Nishit Mehta, CEO of HyGen.

One of the major stumbling blocks facing HyGen was finding a provider that

allowed for a drug pedigree system to allow them to track the inbound and outbound shipments of all drugs. The TSH Implementation staff, along with MDS including the integrated **E-Pedigree system**, shepherded the HyGen Team through creating

unique warehouse with bar-coded bins for each row and area and bulk locations. Eric Bartholet, Manager Operations and IT for HyGen recalls, "We had the tools, label printers in the warehouse for stickers, TSH just created the new labels, we mounted them on magnets and suddenly we had a real warehouse with bin locations and bar codes. It was just that easy!"

After bin locations were established, HyGen moved on to segregating its inventory by lot numbers and expiration

*continued...*



**"With the power of the MDS system we are now solidly positioned to grow our business knowing that our day to day compliance and operational issues are under control".**  
 – Nishit Mehta,  
 CEO,  
 HyGen Pharmaceuticals Inc.

**HyGen Pharmaceuticals Inc**  
 Bellevue, WA

**Industry:**  
 Generic Pharmaceutical Distribution

**Employees:**  
 20

**TSH Customer Since:**  
 2007

**TSH Products & Services:**

- U2 Database
- MDS Application Server Version 12
- MDS E-Pedigree System
- Remotenet Web Customer Information System

**Key Benefits:**

- Specialized reporting utilizing Integrated Crystal Reports with real-time information
- Pharmaceutical specific features allow for better compliance and prevented costly errors
- SAAS Solution with 24/7 uptime and simplified setup
- Unified CRM and ERP and WMS facilitated better inventory accuracy and total ROI



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dates with a drug pedigree attached to each location and lot combination.

*"We didn't have all the lot numbers and in our old method we were manually writing them on the tickets, we weren't sure how to proceed, but TSH converted our spreadsheets, text files, whatever we gave them".*

Many of the items did not have proper lot information, so the system automatically assigned a new lot number and allowed

HyGen to do inventory adjustments in their own time. As new inventory was received, HyGen had this information recorded and the entire warehouse is now lot controlled with detail information including expiration dates.

*"We no longer have to take short dated products from vendors or customers, the system warns us upfront on receipts and we can put the items into quarantine. In addition, our return rates have decreased dramatically"* – said Eric Bartholet, **"MDS saves us a lot of time and headaches presently and down the road."**

When sales orders are entered the system automatically checks for compliance to make sure that the customer is licensed to purchase the items, that the license is not expired and that HyGen is licensed to sell the products in that state. DEA and ARCOS reporting are some of the standard Pharmaceutical features found in the MDS system that make keeping track of sales, purchases and DEA Form# 222 for controlled substances a breeze.

HyGen's customer and prospect information was previously stored in separate databases and history was lost as soon as the data moved over. By utilizing the integrated CRM functionality of the MDS system HyGen now had all the details from initial contact with a prospect till their first sale and all the way through returns and payment issues. This gives HyGen the complete picture and allows calculation of a more complete ROI (return on investment).

Other factors such as cost of acquisition can now be factored into a customer

accounts overall profitability.

Two major challenges for any business software are the availability of information for reporting and finding people who are familiar with the tool sets used to be able to create customized reports.

Because the MDS system uses industry standard Crystal Reports, any user can easily modify and customize a report.

Additionally, training and support are available from TSH as well as thousands of other providers across the world.

Because HyGen wanted to outsource their infrastructure, they elected to purchase the MDS system on a Software as a Service (SAAS) basis. Software as a Service is a concept that has truly come full circle. The advent of high speed internet with broadband has made the virtual office a reality. All HyGen employees can now securely access their data 24/7 via the Internet and rely upon TSH for daily maintenance and to make sure all the data is backed up and secure.

### **Compliance, Flexibility, Integration and Unlimited Growth Potential – MDS offers it all.**

With their compliance needs met, their warehouse and inventory monitored, and armed with the software tools to manage and maintain their business, HyGen Pharmaceuticals, Inc. is on track to make a difference in the Generic Pharmaceutical marketplace. TSH and HyGen are partnered to utilize best of breed business practices and software to allow both companies to reap the benefits of their new relationship. What does the future hold for these two companies? The answer is what ever they can think of..

**"Making a decision on a software vendor was a long and challenging process for us. We looked at many systems. TSH and MDS met and exceeded all our criteria. "**

–Nishit Mehta,  
CEO  
HyGen Pharmaceuticals Inc.

## **HyGen Pharmaceuticals Inc.**

Bellevue ,WA

For more information on Master Distribution System and Warehouse Management System from The Systems House, Inc., contact TSH at 1-800-MDS-5556, or email [sales@tshinc.com](mailto:sales@tshinc.com)

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