GHX

Key Solutions and Services for
Healthcare Providers

Contents

About **GHX**

166+ Million

Purchase orders and invoices processed through GHX in the last 12 months

1,500+

European healthcare providers automating their supply chain with GHX

350+

European suppliers connected through GHX

Founded on the mission to simplify healthcare and improve outcomes

Founded in 2000, GHX pioneered healthcare's largest cloud-based supply chain network, which today connects tens of thousands of healthcare organisations across the globe. Over the last two decades, GHX has continued innovating alongside a passionate community of healthcare providers, manufacturers, distributors and other industry stakeholders, all united around a common purpose: to simplify the patient-centred business of healthcare to improve outcomes.

Our passion for uniting the best of healthcare is driven by a powerful vision: create a viable and sustainable future for healthcare by arming organisations with the data, insights and technology they need to thrive in healthcare's value-based future, where patients are at the heart of every decision.

GHX has a vision to create a future where affordable, quality healthcare is possible.

We believe a better healthcare industry starts with trust. By building trust and inspiring collaboration—and providing the solutions and data to help power patient-centred decisions—we can make healthcare work harder for everyone, across all communities. We believe that by empowering organisations to move beyond process efficiency, and toward efficiency of outcomes, organisations will thrive and our vision of a viable and sustainable future for healthcare will become a reality.

"We believe that by building trust and inspiring collaboration—and providing the tools and data to help power patient-centred decisions—we can make healthcare work harder for everyone and significantly reduce the cost of care."

Tina Vatanka Murphy, President and CEO

GHX

GHX
Community

The GHX community works together to optimise the business of healthcare, achieving greater financial resiliency, improving care delivery, and building a more efficient, clinically integrated supply chain.

PATIENT CARE OPTIMISATION

SOURCING

PROCESS AUTOMATION

WORKING CAPITAL OPTIMISATION

INVOICING

DATA INTEGRATIONS

ORDERING

ANALYTICS & INSIGHTS

INVENTORY

SUPPLY CHAIN OPTIMISATION

Healthcare Providers, GPOs and Integrated Care Systems (ICSs)

We help modernise the healthcare supply chain, enabling providers to simplify the business of patient care with:

- Automated order management processes

- An online shopping platform with efficient workflow and approval processes

- Increased visibility of stock, reducing the risk of over-ordering and improving patient safety

- Access to clean and accurate item and pricing data from over 800 supplier-managed catalogues

- Healthcare expertise in procurement best practices and supply chain optimisation

Helping to save resources and improve decision-making in the purchase-to-pay process so providers can improve patient care and optimise the cost of delivering it. GPOs and Integrated Care Systems (ICSs) can also provide their members with standardised item and contract pricing data and get centralised visibility of their purchasing behaviours.

Healthcare Suppliers

We help modernise the healthcare supply chain, enabling suppliers to scale with growth and improve customer loyalty with:

- Intelligently automated validation and correction of every order type, for every channel, every time

- Making the delivery and payment of electronic invoices simpler and faster

- Increased supply chain efficiency by using clean, up-to-date and accurate product information

- Healthcare expertise in procurement best practices and supply chain optimisation

Supporting business process optimisation for the order-to-cash process so suppliers can execute commercial strategies to fund growth that drives innovative healthcare solutions.

GHX

GHX

Worldwide

- GHX was founded in 2000, by five of the world's largest medical product manufacturers — Johnson & Johnson, GE Healthcare, Baxter International Inc., Abbott Laboratories and Medtronic, Inc.

- The company is privately owned and operates in the United States, Canada and more than 15 European countries. GHX employs more than 1,000 people worldwide.

- Our European headquarters is in Brussels, Belgium, and we have offices in Cambridge (UK), Düsseldorf (Germany), Baar (Switzerland) and Hilversum (Netherlands).

- Our global headquarters is in Louisville, Colorado, just outside of Denver, with additional offices across the United States.

Our Solutions

End-to-end supply chain solutions to support the delivery of Scan4Safety and digital transformation

For more than 20 years, we've made it our business to provide our customers with the latest healthcare supply chain solutions, to help them automate and simplify their processes, achieve better operational efficiency and reduce the cost of delivering healthcare.

Drawing on our knowledge and experience of working with a wide range of healthcare manufacturers, distributors, providers, group purchasing organisations and integrated care systems, we develop solutions and services designed to address the unique challenges faced by stakeholders within the healthcare supply chain.

Our range of solutions includes world class cloud-based supply chain technology and added-value services for order management, procurement, inventory management, item data management, e-invoicing and consulting services.

GS1 UK **Approved**

Order Management

GHX Exchange Services

Building a more resilient supply chain

GHX Exchange Services modernises the healthcare supply chain through increased standardisation and automation. Traditionally, providers have managed the order cycle and their growing teams manually, which can increase error rates and impact performance. GHX Exchange Services digitises the entire cycle for more efficient processes, more connected supply chain data and better performance insights.

Helping you better manage the entire order cycle

GHX provides healthcare organisations with a more complete picture of their supply chain and how it's delivering on business goals and objectives. GHX Exchange Services automates transactions to help reduce data entry errors and administrative costs. This in turn helps generate more accurate data for supply chain improvements and decision making.

From order to invoice, GHX Exchange Services helps you better manage processes, increases data accuracy and quality, and improves overall performance.

Peppol
Access Point
CERTIFIED PROVIDER

As a Peppol certified service provider, we enable the efficient transfer of documents across the Peppol eDelivery Network in line with the Department of Health and Social Care's mandated requirements for the adoption of Peppol in England.

Automate your supply chain, make your business processes more efficient and get greater visibility of your transactions by joining GHX Exchange Services; the largest healthcare trading platform in the world.

Key features and benefits

» **Single Connection:** Access your electronic transactions via a single, user-friendly interface that integrates with your ERP system.

» **Real-time Dashboard:** Get current, and reliable information on your transactions, from order to invoice, with the real-time dashboard.

» **More Transparency:** Track an order from start to finish and see the same transactional data your integrated suppliers see.

» **Intuitive User Experience:** Use the filter and search functions to create a more streamlined view, helping you identify issues and flag priorities.

» **GS1 and Peppol Compliant:** Supports GS1 standards and Peppol-compliant transactions, helping you to meet your Scan4Safety requirements.

» **Email Notifications:** Receive email notifications on order status, error messages and more, or subscribe to notification types.

GHX

GHX Procure

Achieve greater control over your supply spend

Making it easy for requisitioners to find the right products at the right price can make a big difference when it comes to keeping on top of your healthcare procurement.

Over-complicated processes can encourage maverick spending and contract compliance issues. Approvals can get lost in a complex chain of requests, increasing time spent chasing them and reducing your ability to efficiently manage supplies.

More efficient healthcare procurement

GHX Procure Requisition Manager provides access to enriched item data, a streamlined approval workflow, product fulfilment, supplier catalogues and handles all requisition types including implant and case management. This is a comprehensive procurement solution for unparalleled visibility and transparency into overall supply spend, to more easily identify non-file and off contract purchases.

And with seamless integration into your existing ERP system, GHX Procure Requisition Manager brings all these benefits with minimal disruption to your existing IT systems.

Key features and benefits

» **Efficient User Management:** Set appropriate access responsibilities and defined product views for each user, to aid guided buying.

» **Contract Compliance:** Increase catalogue purchases to reduce non-file spend and improve contract compliance.

» **Approval Workflow:** Highly advanced and customisable approval workflow, for more flexibility and control over your spend.

» **Mobile Application:** Manage approvals via email or mobile app to minimise delays.

» **Seamless Integration:** Easy integration to your ERP system as part of your existing procurement process flow.

» **Access to Accurate Item and Pricing Data:** Provides easy access to your NEXUS item data, giving you the most accurate, up to date catalogue and pricing data.

» **Save Time with Favourites Lists:** Offers a user-friendly item search experience with dynamically maintained shopping and favourites lists.

» **Spend Analytics:** Robust reporting platform with customised spend analytics.

Already have a procurement solution?

GHX Procure Punchout is designed for healthcare providers who already have their own procurement solution, providing a direct connection to our industry-leading item data. Find the right products at the right price, then complete the process within your existing approval workflow.

GHX

GHX Procure Inventory Manager

Transform your stock management processes

With growing demand for greater efficiencies, cost savings and better patient care, hospitals are under increasing pressure to improve their stock management processes.

Lack of visibility can lead to over ordering and duplication of stock, increasing costs and wastage. Expired or recalled items can cause potential patient safety issues. Not to mention valuable staff time spent manually monitoring stock levels and reordering items – time that could be spent on patient care.

Full visibility of your stock

GHX Procure Inventory Manager is designed to help improve patient safety and deliver Scan4Safety capability; giving healthcare providers greater visibility of stock, helping to reduce the risk of over ordering, prevent wastage, speed up recall and save on costs and clinical staff time.

Developed for use across clinical teams, facilities management, finance and IT, GHX Procure Inventory Manager can help you meet all your inventory management needs in one intuitive platform.

Key features and benefits

» **Improve Patient Safety:** Improve batch traceability and highlight potential issues with batch recall, expired stock and stock out notifications.

» **Greater Visibility of Stock:** Keep track of the quantity and value of the stock you hold, reducing over ordering of stock items.

» **Easy Integration:** Connects to your existing ERP system for easy stock requisition and purchase order generation.

» **Minimise Wastage:** Achieve more effective stock control and help reduce wastage by using items before they go out of date.

» **Save Clinical Staff Time:** Reduce the hours spent on managing and re-ordering stock, giving your staff more time to focus on clinical tasks.

» **Reduce Costs:** Identify patient and procedure level costs, combined with consultant comparisons. Track and charge to procedural costs.

» **More Efficient Procurement:** Improve efficiency with standardised processes for stock replenishment, stock counts and goods receipting.

» **Easier Supplier Management:** Easily identify incomplete, incorrect, delayed or missed deliveries, to help you stay on top of supplier performance.

» **Maximise Space:** Free up valuable storage space by reducing stock held to the right level, based on your hospital's requirements.

GHX

NEXUS

Access accurate item and pricing data

Managing item data from multiple sources can be a time-consuming, manually intensive process that leaves healthcare providers open to order and invoice issues. What if you could access accurate, up-to-date item and pricing data in one place, saving your staff time and reducing the risk of incorrect orders?

With over 800 supplier-managed catalogues backed up by the latest GDSN data, NEXUS is designed to give you all that and more.
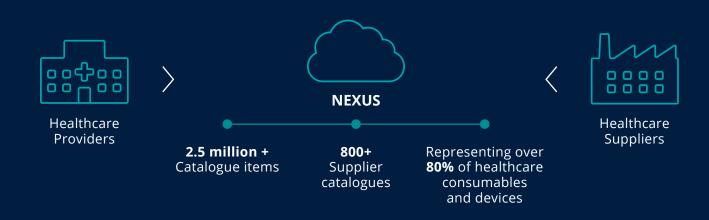
Over 800 supplier-managed catalogues

Your suppliers will have already uploaded their information to our catalogues, or you can upload and manage your own item and contract data. When a supplier makes any changes to their catalogue data, you will receive an updates are available notification for review, approval and publication through the simple user interface.

NEXUS connects with your hospital's existing ERP and inventory management system, allowing you to accept updates and publish them to the requisitioners in your organisation for more accurate ordering, improved invoice matching and better contract compliance.

Key features and benefits

» **Intuitive Cloud-based Technology:** User-friendly cloud-based data storage and interface, supporting supplier and buyer-managed content.

» **Efficient Item Data Management:** Manage, maintain and validate item and contract data with workflow approvals.

» **Greater Visibility of Shared Data:** Distribute and share item and contract data with your healthcare partners, ERP and other systems.

» **GS1 and Scan4Safety Compliant:** Supports GS1 standards and GDSN supplier data, helping you to meet your Scan4Safety requirements.

» **Increased Supplier Collaboration:** Collaborate with suppliers to upload, maintain and validate item and contract data through the supplier portal.

» **Supports Clean Orders:** Save time and money by reducing the need for manual resolution of order queries and invoice pricing issues.

Healthcare Providers

NEXUS

2.5 million + Catalogue items

800+ Supplier catalogues

Representing over **80%** of healthcare consumables and devices

Healthcare Suppliers

GHX

Customer
Stories

We have been working with all sides of the healthcare industry for over 20 years, providing the neutral and unbiased bridge between all trading partners. This has helped healthcare providers, group purchasing organisations, integrated care systems, manufacturers and distributors to save millions through improving efficiency in their supply chain.

Read our case studies to see how our solutions and expert advice have helped our customers to achieve their objectives.

NHS National Services Scotland

Transforming inventory management across an entire health system

NHS National Services Scotland and GHX take the transformation of a region's complex processes to the next phase with automated inventory management, saving money and freeing up valuable clinical time for patient care.

Read case study

Leeds Teaching Hospitals

Delivering success and further innovation as part of Scan4Safety

Leeds Teaching Hospitals NHS Trust has stayed at the cutting edge of e-Commerce in healthcare since beginning its partnership with GHX over 15 years ago. Find out how they use technology to achieve greater efficiencies, improved patient safety and lower costs.

Read case study

GHX

Norfolk Community

Streamlining procurement across a geographically dispersed NHS Trust

Working with GHX, Norfolk Community Health and Care NHS Trust, with 10 wards spread across 9 geographically dispersed sites, now has a fully automated procurement process that streamlines ordering via a standardised catalogue to 350 different delivery points.

Read case study

Düsseldorf University Hospital

Establishing a more efficient process for electronic invoicing

Düsseldorf University Hospital in Germany worked with GHX to develop and successfully implement an innovative solution for the processing of electronic invoices, reducing processing time and delivering an annual six-figure saving.

Read case study

Basel University Hospital

Implementing an innovative solution for digital procurement

Basel University Hospital in Switzerland worked with GHX to develop and successfully implement an innovative solution for digital procurement, saving process costs and increasing transparency throughout the entire procurement process.

Read case study

» You can find more **case studies** on the **GHX website**.

GHX

Supporting industry adoption and use of global data standards

We believe that the expanded use of global data standards enables greater visibility and collaboration in the healthcare supply chain. Increased standards adoption builds trust among stakeholders, deeper efficiencies and leads to better patient care and improved financial performance.

At GHX, we facilitate the adoption of industry standards through our solutions and services. With a community that represents a critical mass in healthcare, we can advance the industry's adoption of standards commensurate with market specific requirements. We are working with standards setting bodies such as GS1 Global and GS1 Member Organisations to enable quicker industry adoption.

GHX is a member of the Global Exchange Network Association (GENA) – an international trade association, embodying a vibrant and expansive community of service providers originating from various sectors, including network services, business outsourcing, financial services, technology, and EDI services.

GS1 Standards

GS1 standards are commonly used in many industries around the world, including retail and manufacturing. They provide a common 'language' for doing business. In practice, this means that specific medical devices can be tracked and traced across the world as they move through the supply chain. In the healthcare sector, GS1 standards enable the realisation of health and economic benefits related to automatic product identification, traceability and data synchronisation.

Peppol

Peppol enables public bodies and private companies to exchange electronic business documents over a network. In a similar way as GS1 ensures many trading partners speak the same 'language', Peppol compliance ensures that any business can connect to any exchange service provider and trade with any other business.

As a Peppol certified service provider, GHX enables the efficient transfer of electronic documents across the Peppol eDelivery Network. We actively contribute to the OpenPeppol community, working with our cross-industry counterparts to help clarify specifications and processes in support of the continuing implementation and success of Peppol.

Peppol
Access Point
CERTIFIED PROVIDER

GHX

Our **Services**

At GHX, we understand that the services we provide to the healthcare supply chain community are critical. Healthcare providers, group purchasing organisations, integrated care systems, manufacturers and distributors rely on us. Our sales, consulting, solution delivery and customer service teams work closely with customers to provide expert information and technical support to help meet your current and future needs.

» Sales

The GHX Sales team are the first point of contact for customers, providing product information and expert industry knowledge to make sure you have the right solutions to meet your business requirements. Your GHX Account Manager is on hand to support your GHX customer journey from the beginning, for everything from contract design and product set up to ongoing communication to pro-actively support your current and future requirements.

» Consulting

The GHX Consultancy team provide expert knowledge in the technical challenges of achieving Purchase-to-Pay and Scan4Safety efficiencies, as well as the strategic, procedural and data elements. Skilled in process review and project management, they offer an in-depth knowledge of both sides of the healthcare supply chain. By identifying business improvement, systems utilisation and process optimisation opportunities, they can help customers successfully deliver fiscal and quality benefits and support informed decision making.

» Solution Delivery

The GHX Solution Delivery specialists are responsible for the implementation of all GHX solutions. Our team of Technical Account Managers will manage the end-to-end process of setting up your product, providing in-depth technical and project management expertise to help ensure a successful delivery.

» Customer Care

GHX Customer Care is a global service desk and technical support team that provides support and service monitoring for all GHX solutions around the clock: 24/7/365. Our Customer Care team is available to help with any questions, enquiries, requests or issues, after your GHX solution has been set up and the product is running.

» Service Monitoring

GHX systems are continuously monitored with a comprehensive set of automated system and business activity monitors. Customer and technical support teams are ready to respond to major service interruptions 24/7/365.

» Service Maintenance

GHX performs regular system maintenance to conduct system upgrades and fault tolerance testing so that systems continue to operate at optimal levels. We schedule regular maintenance windows during non-critical hours to minimise potential processing delays.

» To learn more about our **industry-leading, cloud-based supply chain solutions** or to **book a demo**, visit **ghx.com/en/contact-us**

GHX