Parata®

Razorleaf
aras | GOLD CERTIFIED PARTNER 2021

CHALLENGE

* Facing PLM end of life application
* Lack of support or ability to configure and adapt to a growing business

SOLUTION

* Implement Aras Innovator to enable a configurable, flexible innovation platform for PLM and other aspects of the business

BENEFITS

* Streamlined processes that improved efficiency and productivity
* Greater user adoption
* Improved workflows in several areas
* Flexible configuration capability for changing situations
* Ability to scale as business grows

PARATA SYSTEMS IMPROVES EFFICIENCY AND PRODUCTIVITY WITH ARAS INNOVATOR

Parata Systems provides pharmacy technology solutions that empower pharmacists to elevate their role and help people lead healthier lives. Founded in Durham, North Carolina, in 2001, Parata is trusted by thousands of pharmacies throughout the United States and beyond. Parata's technology has filled more than 2.5 billion prescriptions, helping pharmacists avoid an estimated 15 million medication errors.

Faced with an aging PLM approaching end of life, Parata needed an advanced solution to support their growing business.

Outdated system limiting efficiency and productivity

Parata had been using Agile Advantage for nearly seven years, but were hamstrung with support issues and the inability to upgrade the application.

"Agile was approaching end of life and it got to the point where we couldn't configure or change anything," says Paul Sheehy, Enterprise Application Administrator at Parata. "Searching and extracting the data we needed was difficult which made the ECO process longer than it needed to be. We were forced into several manual processes which were inefficient. Making it even tougher is that we couldn't get support for the version we were running."

Parata users in the field were also struggling with the performance of the remote Agile web client. Large attachments were taking an inordinate amount of time to upload or download.

"It was just an old system that needed to be replaced," says Sheehy.

Parata chooses Aras Innovator for their PLM platform

After an extensive evaluation, Parata narrowed the field to three possible solutions. They decided on the cloud-based Aras Innovator since it met their major criteria:

- Bidirectional integration to Microsoft Dynamics ERP, SOLIDWORKS, and various other systems
- Ability to easily customize in house
- Lower total cost of ownership
- "Future-proof" solution able to scale with expanding business needs

It was important to Parata that the system they choose be highly configurable.

"We're a young, fairly small company," explains Sheehy. "We do things quickly and things change fast so we needed a PLM that could adapt with us. It can be as simple as shortening an ECO workflow to enable releasing parts. Aras allows us to meet those shifting needs."

3732 Fishcreek Rd # 291, Stow, OH 44224
www.razorleaf.com / info@razorleaf.com

Parata was also impressed that Aras could be more than just a PLM tool.

“It was a plus that Aras would not only provide for all of our PLM needs, but it could be used in other business functions as well,” says Sheehy. “Being able to configure Aras to help with workflows in other departments was exciting for us.”

Razorleaf helps integrate Aras into Parata’s IT environment

Parata chose Razorleaf, an Aras Gold Certified Partner, to help with the implementation. Razorleaf worked closely with the Parata team in a multi-phased deployment approach that included configuration, change management, supply chain collaboration, and integration to CAD and ERP.

Parata chose to utilize multiple partners for different aspects of the implementation. This approach created circumstances that allowed Razorleaf to demonstrate its flexibility and focus on customer success.

“A partner missed a couple of deadlines that really held up Razorleaf on their planned tasks,” says Sheehy. “Razorleaf had to start and stop due to these delays. The implementation was rocky because of this but Razorleaf was really good at helping us through the situation, even though their hands were tied.”

The Razorleaf team also deployed an Express ECO toolkit they developed that enhances the functionality of Aras Innovator. The tools streamline processes such as implementing new revisions and allowing in-work additions, deletions, and cancellations. These tools provide Parata with additional flexibility in their change processes in Aras and allow them to manipulate the status of in-work change orders to better reflect the work processes in their business.

“Razorleaf was really helpful throughout,” says Sheehy. “They were rock stars as far as helping us get Aras configured the way we wanted and to ultimately get it launched successfully.”

Aras helps streamline Parata’s operations

The Aras implementation has helped Parata greatly improve the productivity of the operation.

“More people are definitely using Aras more consistently than they did Agile,” says Sheehy. “We’re getting a lot of positive feedback from users on how easy it is to use the Aras interface to perform searches. With Agile, we had to live with whatever bugs presented themselves. With Aras, even when an issue pops up, we’re able to resolve it quickly. That has been a really positive impact.”

Parata is exploring ways to extend the use of Aras Innovator in other areas of the business to improve interdepartmental visibility of product-related and other data.

“The core innovator solution is what we have right now, but I love the fact that I’ve got the Office connector module being tested,” says Sheehy. “I think we’ll see a lot of benefits from that. We’re already looking at other modules like manufacturing process planning, quality, and human resources. I have some folks already using the project management function. These are all things that just didn’t exist before. I like having those options available.”

Parata was also pleased with the support, training, service packs, and upgrade services that are available with the premium subscription they purchased. This ensures they can keep the software up to date on an ongoing basis.

Parata lauds Razorleaf’s contribution

“I thought the Razorleaf team was great from the consultants here on site to the folks back at the office,” says Sheehy. “They helped us ask the right questions at the right times. We started with a baseline of what we wanted and moved from there into some really valuable discussions on better ways to do things. They helped us work through a lot of those issues and were very accommodating with support. I’d say overall, they were terrific to work with.”

3732 Fishcreek Rd # 291, Stow, OH 44224
www.razorleaf.com / info@razorleaf.com