



Commport

# Hologic case study



Commport's EDI solution **reduced Hologic's order processing costs by 75% and slashed processing time from days to hours**, transforming a cumbersome manual workflow into a streamlined digital process that enhances accuracy, efficiency, and trading partner relationships.

[WWW.COMMPORT.COM](http://WWW.COMMPORT.COM)



# HOLOGIC TRANSFORMS ORDER PROCESSING WITH COMMPORT EDI SOLUTION

## INTRODUCTION

In today's fast-paced healthcare technology sector, operational efficiency can make the difference between market leadership and falling behind. Hologic, a global leader in women's health innovation, faced significant challenges with their manual order processing systems that were impacting their ability to serve customers efficiently. This case study examines how Hologic partnered with Commport to implement an Electronic Data Interchange (EDI) solution that dramatically improved their order management processes, reduced costs, and enhanced relationships with trading partners.

## HOLOGIC COMPANY PROFILE

Hologic, a leading women's health company, supports women at every stage of life. We develop medical technologies designed to achieve exceptional clinical results – like the world's first 3D mammography system – that detect, diagnose and treat health conditions affecting women around the world. Our advancements in diagnostics, gynecological surgical solutions and breast and skeletal health help healthcare professionals treat their patients with ever-greater certainty.

For four decades, we have transformed early detection, championed preventive care and fueled innovative surgical solutions to advance the standard of care and improve patients' lives – and we aren't stopping there. We continuously invest in improving care for women by harnessing emerging science, like advanced-learning artificial intelligence for our diagnostic imaging.

At Hologic, we know that improving women's health can have a powerful ripple effect on families, communities and society; it is one of the many reasons that drives us to relentlessly pursue better health for women everywhere. [www.hologic.com](http://www.hologic.com)



**ROZMIN JASANI**  
CDQ ANALYST  
HOLOGIC

**HOLOGIC®**

## THE CHALLENGE: MANUAL PROCESSING BOTTLENECKS

Before implementing Commport's EDI solution, Hologic struggled with inefficient manual order processing that created significant operational challenges. According to Rozmin, Hologic's Customer Data Quality Analyst, their order management workflow was exceptionally cumbersome.

*"Our orders would pass through multiple hands—checking products, quantities, and warehouses—resulting in 3-4 touches per order," explains Rozmin. "This not only extended our processing times but also increased the likelihood of errors."*

The manual approach had several critical drawbacks:

- **High Processing Costs:** Manual order processing cost \$5 per order, creating a substantial financial burden given their order volume.
- **Extended Fulfillment Times:** Orders typically took 1-3 business days to process, delaying customer deliveries.
- **Error-Prone Workflows:** Multiple manual touchpoints increased the risk of data entry errors and discrepancies.
- **Resource Intensity:** Staff spent valuable time on repetitive tasks rather than value-added activities.

These inefficiencies were particularly problematic in the healthcare sector, where timely and accurate order fulfillment can directly impact patient care. Hologic recognized that to maintain their market position and improve customer satisfaction, they needed a more efficient, accurate, and cost-effective order processing system.

## THE SOLUTION: COMMPORT INTEGRATED EDI

After evaluating several options, Hologic selected Commport's EDI solution and joined the CommCARE community. Their decision was influenced by several key factors:

- **High Industry Ranking:** Commport's strong reputation in healthcare EDI solutions.
- **Excellent Onboarding Process:** A structured implementation approach with clear milestones.
- **Canadian Expertise:** As a Canadian company, Commport offered valuable insights into local postal codes and regional requirements.
- **Dedicated Support:** Access to a Customer Success Manager (CSM) and support team throughout the implementation process.

*"We needed a solution that could connect seamlessly with our trading partners while enhancing our data quality," notes Rozmin. "Commport's approach aligned perfectly with our goals."*

The implementation process began with data cleaning to ensure a smooth transition. Comport assigned a dedicated Customer Success Manager who guided Hologic through each step of integration. This personalized approach helped address potential challenges before they became problems.

*"The entire implementation took just weeks," Rozmin shares. "This was a remarkable improvement from our previous technology implementation timelines."*

## RESULTS: MEASURABLE IMPROVEMENTS ACROSS THE BOARD

The implementation of Comport's EDI solution delivered immediate and significant benefits for Hologic:

### COST EFFICIENCY

- **Per-Order Cost Reduction:** The cost per order dropped from \$1.67 for manual processing to just \$0.42 with EDI—a 75% reduction.
- **Monthly Savings:** With approximately 400 purchase orders processed monthly via EDI, Hologic now saves thousands of dollars each month.

### OPERATIONAL IMPROVEMENTS

- **Faster Processing:** Orders that previously took 1-3 business days are now processed within the same day.
- **Reduced Touch Points:** The number of manual interventions decreased from 3-4 touches per order to minimal oversight.
- **Enhanced Data Accuracy:** Automated validation has significantly reduced errors in order processing.

### BUSINESS RELATIONSHIP ENHANCEMENTS

- **Improved Trading Partner Relations:** More reliable and timely order processing has strengthened Hologic's relationships with their partners.
- **Team Adaptation:** Staff quickly adapted to the new system, allowing them to focus on higher-value activities.
- **Data-Driven Decisions:** With tools like Comport Monitor, Hologic can now leverage raw data for better decision-making and identify upselling opportunities.



*"The transformation has been remarkable," says Rozmin. "Not only have we reduced costs and improved accuracy, but we've also enhanced our relationships with trading partners. The system is intuitive enough that our team adapted quickly, and the support from Commport has been exceptional throughout the process."*

## CONCLUSION: A STRATEGIC INVESTMENT

Hologic's experience with Commport demonstrates how the right EDI solution can transform order processing from a bottleneck into a strategic advantage. The implementation has delivered substantial cost savings, operational efficiencies, and improved data management capabilities.

*"We wholeheartedly recommend Commport Integrated EDI to others in our industry," Rozmin concludes. "The combination of efficiency, cost savings, and improved data management makes it an invaluable asset for any organization looking to enhance their operational capabilities."*

For healthcare technology companies facing similar challenges with manual order processing, Hologic's success story provides a compelling case for EDI integration. By partnering with Commport, Hologic has not only addressed their immediate operational challenges but also positioned themselves for continued growth and improved customer service in an increasingly competitive market.

## CONTACT US

Call Us: 1-800-565-2666 Option 1

Email: [Sales@Commport.com](mailto:Sales@Commport.com)



©Copyright 2025 Commport Communications Inc. All rights reserved. Reproduction in whole or in part without permission is prohibited, and the information contained herein is subject to change without notice.

