GHX

Key Solutions and Services for
Healthcare Suppliers

Contents

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

About **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.
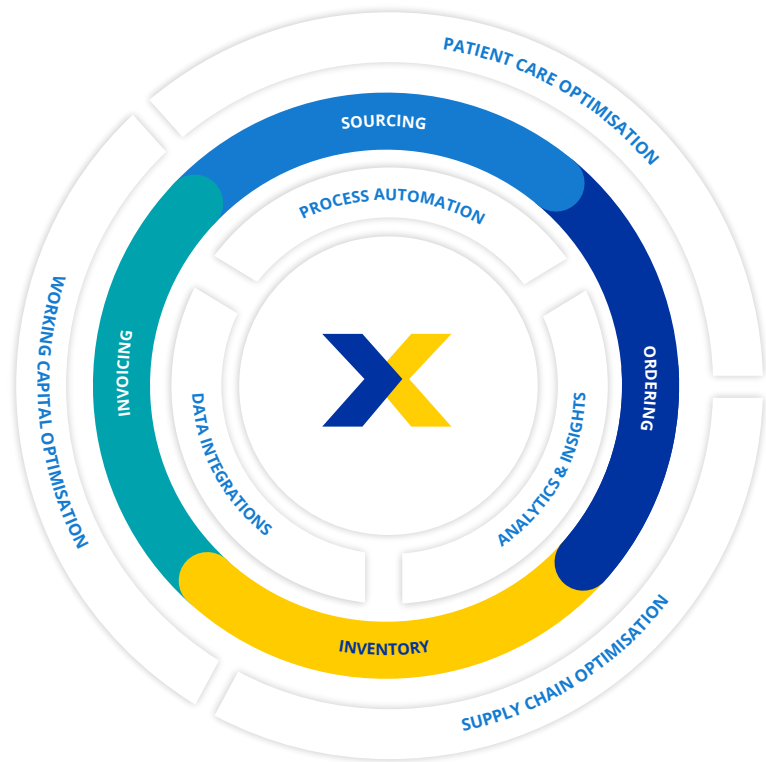
Healthcare Providers, GPOs and Integrated Care Systems (ICSs)

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 growth and compliance through 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-to-cash automation, e-invoicing, product information management and consulting services.

Automated Order Processing

GHX Exchange Services

Join the biggest healthcare trading platform in the world

Order processing can take up a lot of your time. Time that busy healthcare suppliers would prefer to spend on delivering great customer service.

With GHX Exchange Services, managing your orders is more efficient, faster and easier. Our global automated order processing platform is transforming the way suppliers and healthcare providers work together – across the supply chain.

Smarter, faster automated order processing

Our single global platform connects you to over 5,600 healthcare providers and gives you complete visibility of all your electronic documents for faster, more efficient order processing. The intuitive user interface is designed to work with your existing IT infrastructure and ERP system, helping to ensure an easy flow of transactions between you and your customers.

Peppol Access Point
CERTIFIED PROVIDER

Key features and benefits

» **Single Connection:** Access all your electronic transactions via a single, user-friendly interface that easily integrates with your current systems.

» **Real-time Dashboard:** Get up-to-the-minute, accurate and reliable information on transactions, from purchase order to payment, with the real-time dashboard.

» **More Transparency:** Track an entire order workflow from start to finish and see the same transactional data your customers see, for a more transparent order process.

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

» **Simple and Fast Communication:** Instantly communicate and collaborate with your colleagues and trading partners using the in-app tools, to quickly resolve exceptions and issues.

» **Smart Analytics:** Aid your management decisions with smart analytics, providing insights into current trending data for order volume, exceptions and invoices.

GHX

Intelligent Business Rules

Take customer service to the next level

Incorrect order information can clog up your systems and cause delays in fulfilling your customer orders. Take the pain out of processing poor quality data with Intelligent Business Rules. This intuitive add-on solution uses advanced logic to pro-actively correct and enhance your order information, helping to ensure a continuous flow of orders through GHX Exchange Services.

Available in three options, so you can choose the features that best suit your business.

Clearing

Improve accuracy and enrich your data with information mapping at item level, for more efficient clearing of transactions and parked orders.

Validation

Apply advanced logic and specific business rules to automatically identify and correct errors. Generate cleaner, better quality line item content and document formatting, helping to ensure your customers get the right product in the right quantity.

Advanced

Map and enrich electronic documents at an individual customer level, for more bespoke customer service. Transform the way you manage complex orders, such as consignment, bill only and drop-ship, with our most advanced, rule-based logic.

Key Features	Clearing	Validation	Advanced
Map information at item level, including item quantity, unit of measure and description, to enrich your data and improve accuracy	✔	✔	✔
Increase automation and error-free processing of high volumes of orders, using advanced logic on content and formatting		✔	✔
Set specific business rules to automatically correct orders. Reduce the need for manual checks and corrections, saving time and money		✔	✔
Self-service portal – create, update and remove transformation and enrichment rule packages		✔	✔
Map, enrich and transform electronic documents to meet individual customers' business needs			✔
Apply bespoke rules to transform data for consignment, bill only, and other complex order processes			✔

GHX

Electronic Order Processing

WebDirect

### Supply chain automation without a major IT investment

In today's electronic world, healthcare providers want the ability to purchase supplies electronically. So much so, it can make or break a potential deal. Position yourself as a vendor of choice by putting WebDirect to work for you.

Using internet access and a simple registration process, WebDirect enables your customers to work with you electronically. Customers send orders directly to you from their ERP system, and you can view and respond to them using a simple, easy-to-use web interface. As an inexpensive alternative to large EDI investments, WebDirect is a perfect option for small to medium-sized businesses.

Healthcare transactions made easier

WebDirect is a simple and affordable solution for doing business with your customers electronically. You receive electronic orders from your customers in a centralised system and create and send electronic invoices simply at the touch of a button.

The solution provides the benefits of supply chain automation without a major IT investment. This reduces the time and cost of processing manual, error-prone orders and improves your customer relationships. WebDirect is quick and easy to implement. All you need is internet access to start receiving your orders via EDI and Peppol.

Peppol
Access Point
CERTIFIED PROVIDER
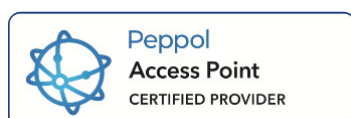
Key features and benefits

» **Process Optimisation:** Receive electronic orders from your customers and create and send electronic invoices at the touch of a button.

» **Efficiency Savings:** Automate your supply chain and reduce the time and cost of processing your manual error-prone orders.

» **Centralised Management:** Eliminate the complexity of having different processes for different customers.

» **Smart Dashboard:** A smart dashboard helps you to easily navigate through your workflow tasks and keep track of your documents' status.

» **Peppol Certified Service Provider:** Transact through a Peppol-compliant service provider to help meet your NHS Scan4Safety requirements.

» **Quick and Easy Implementation:** We simply provide you with login details to use WebDirect through any internet-enabled device.

GHX

G-Fax

Automate the manually intensive side of order processing

Many healthcare providers still rely on manual procurement processes, resulting in suppliers receiving orders in formats they cannot process electronically. G-Fax uses a combination of optical scanning technology and data entry personnel to quickly deliver more accurate orders into your ERP system. You can establish business rules to manage and route orders that require specialised processing, such as rush or drop-ship orders.

Increase your volume of automated orders, reducing labour-intensive manual data entry and related errors.

Consolidate all your order channels

Consolidate all your order channels into one with G-Fax, our fax, PDF and email to EDI document conversion service. The non-EDI orders sent to you from hospitals are re-routed through our system to our data entry team for accuracy checking and processing – all done shortly after the order is received.

We help you automate the manually intensive side of order processing by converting fax, PDF and email orders into electronic orders that flow directly into your system. This can help reduce the amount of time your customer service teams spend on inputting and correcting orders, giving them more time to focus on customer care.

Key features and benefits

》 **Process Optimisation:** Receive manual fax, PDF or email orders as electronic orders directly into your ERP system.

》 **Efficiency Savings:** Increase your volume of automated orders, reducing labour-intensive manual data entry and related errors.

》 **Streamlined Order Channels:** Reduce the number of channels you receive orders through by consolidating them into one.

》 **Order Accuracy:** Checks order accuracy by comparing it against your catalogue and applies business rules, where applicable.

》 **Market Coverage:** Supports multiple languages for coverage across the most important European markets.

》 **Customer Satisfaction:** Improve your customer experience with fewer order errors and quicker turnaround.

GHX

e-Invoicing

GHX eInvoicing

Make delivery and payment of electronic invoices simpler and faster

With uncertainty around e-invoice rules and regulations, different standards from country to country, multiple connections and delayed payments due to non-compliance, it's not surprising that many companies find meeting electronic invoicing regulations in Europe complex and costly.

GHX eInvoicing can help you cut through the complexity and help improve your cash flow with a single e-invoice solution that makes delivery and payment of electronic invoices simpler and faster.

Simple, efficient and compliant e-invoicing

GHX eInvoicing gives you a single solution for managing your e-invoicing requirements across all your European markets. With one partner and one connection, you can simplify your e-invoice processes and achieve better operational efficiency.

And because your e-invoices are validated for compliance before they reach the receiver, you can get paid faster and improve your cash flow.

Key features and benefits

» **Reduce Complexity:** One single connection across all your European markets.

» **Increase Efficiencies:** Accounts receivable automation for greater operational efficiency.

» **Reduce Errors:** Deliver validated, compliant e-invoices – reduce errors, delays and costs.

» **Create Transparency:** One portal for all your electronic invoices, whatever their status.

» **Compliant e-Invoicing:** Compliance simplified – helping to ensure you meet EU regulatory standards.

» **Improve Cash Flow:** Faster payments – reduce your DSO by receiving payments sooner.

GHX

Catalogue Management

HealthNEXUS

Create a single source of truth for your product information

Maintaining an up-to-date catalogue of medical product and pricing data, that supports regulatory requirements and global data standards, can be a huge challenge for healthcare suppliers and manufacturers.

Intelligent catalogue management can help you solve this challenge and give your customers access to clean and up-to-date product information.

Helping you to enrich your data

With HealthNEXUS, you can import, update and publish all of your product information in one place, reducing the effort involved in managing your data. The data is compared against current regulatory and global standards, including regional and country specific coding and classification practices such as GS1 GTINs, NHS-eClass and ECLASS, helping you to enrich your data and to stay compliant.

Updates can be published to all the healthcare providers within the GHX community, as well as to our own GDSN-certified data pool, Health ConneXion, creating a single source of truth for your customers.

Key features and benefits

» **Efficient Catalogue Management:** Import, update, manage and publish your market catalogue data in one central location.

» **Intuitive User Interface:** Upload your catalogue through our intuitive user interface or directly from your own system.

» **Easy Accessibility:** Your catalogue is stored in the cloud, making it easily accessible for you and your customers.

» **Global Standards Compliance:** Prepare your data to comply with product and pricing attributes mandated by the marketplace.

» **Cost Savings:** Reduce the costs associated with handling incorrect orders, returned goods, credits and rebills.

» **Clean and Classified Data:** Enrich your data with GTINs and publish your GS1-compliant data to our GDSN-certified data pool.

» **Time Savings:** Minimise the time you and your team spend on managing catalogue data and providing it to your customers.

» **System Compatibility:** Connect to your product information system, to automatically notify customers when catalogues are updated.

» **Improved Customer Satisfaction:** Improve customer experience and satisfaction by providing clean, classified, and meaningful catalogue data.

GHX

GDSN
Data Pool

Health ConneXion

Publish catalogue data to the Global Data Synchronisation Network

The Global Data Synchronisation Network (GDSN) is the world's largest product data network. GDSN makes it possible for any company, in any market, to share high-quality product information seamlessly.

By only storing catalogue data in your ERP system or on a spreadsheet limits how it serves your customers. When it is delivered to healthcare providers and regulatory agencies with proper attributes, it begins to build value. Accurate and useable data – your customers need it and regulations require it.

Take advantage of global supply chain transparency

With Health ConneXion, high quality catalogue data is uploaded, maintained and shared automatically through the GDSN, ensuring your customers have immediate access to the most current and complete information they need.

Publish your product information in one place and in one go, making it available to your customers and regulatory bodies as necessary. Health ConneXion enables you to enrich data to meet the required international data and attribute standards.

When product information is accessible and accurate, your business wins.

Key features and benefits

» **Compliant Catalogue Data:** Publish compliant catalogue data to the Global Data Synchronisation Network.

» **Healthcare Expertise:** Health ConneXion is the only GDSN-certified data pool focused on healthcare.

» **Data Sharing:** Share real-time product data with all your GDSN-enabled customers simultaneously.

» **Compliance with Global Standards:** Ensure your catalogue data complies with globally recognised GS1 standards.

» **Time Savings:** Minimise the time you and your team spend on managing catalogue data.

» **Customised Implementation:** Implementation designed around your current systems, GHX services and needs.

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.

Medline Canada

Increasing efficiency with electronic invoice processing

Medline supplies the healthcare industry with medical supplies and clinical solutions. Find out how GHX's eInvoicing solution helped them significantly reduce the volume of paper invoices and speed up payments from customers.

Read case study

W. L. Gore & Associates

Implementing an innovative digitalisation strategy

Electronic ordering processes help hospitals source vital medical products easily, quickly and safely. GHX and W. L. Gore & Associates worked together to implement an innovative digitalisation strategy that simplifies procurement processes and collaboration with hospitals.

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 Order-to-Cash 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