Sysmex America recently developed a system designed to streamline the reagent ordering process, manage customer on-site inventory, and reduce the costs and errors associated with expediting reagent shipments. The system, known as e-Supply, is a software solution that provides automatic reagent delivery, automatic reagent monitoring, reagent tracking alert notification, order approval, on-demand inventory adjustment and management reporting.

Managing Reagent Inventory without the Hassle

Sysmex customers can realize reagent replenishment with reduced customer intervention and less human error.

Mobile Infirmary Medical Center, a not-for-profit 704-bed acute-care hospital located in Mobile, Alabama, served as a beta site for e-Supply. According to Sandy Lozano, MT, ASCP, Core Laboratory Manager, e-Supply has made her job easier.

“I was looking for a way to automate and simplify the reagent ordering process so that my co-workers could also assist with reagent replenishment. While Mobile Infirmary is still in the process of fine-tuning its e-Supply initiative, overall we are pleased with the e-Supply system. I especially appreciate the way in which Sysmex is watching over us,” said Sandy.

“My team has been happy with the system, especially because it is available 24/7. Our lab has been able to reduce reagent ordering errors and improve patient care.”

Sysmex customers can realize reagent replenishment with reduced customer intervention and less human error.

Sysmex Webinars Available On-Demand

Missed the latest series of Sysmex webinars? It’s not too late! You can view the webinars on-demand at www.sysmex.com/webinars

Recently added topics include:

- Michael Spielkehan, Ph.D., Professor of Pathology and Laboratory Medicines, Texas A&M Health Science Center College of Medicine, Chief, Section of Chemistry Clinical Pathology, Scott & White Healthcare, Temple, TX

- A practical guide to implementing Sysmex XE-5000
- Linda M. Sandhaus, MD, MS - Associate Professor of Pathology, Director, Hematology Laboratory and Point-of-Care Testing, University Hospitals Case Medical Center

- Jeri Walters SH (ASCP) - Technical Supervisor, Department of Medicine, Riverside Methodist Hospital, Columbus, OH

- Managing by Fact: Using Metrics in the Clinical Laboratory and Managing
- Sandra Hill, MT (ASCP), SBB, Administrative Director of Lab and Pathology Medicine, Riverside Methodist Hospital, Columbus, OH

Many of these complimentary webinars on current clinical laboratory topics are accredited for continuing education credits through PACE and the State of Florida. They are available 24/7. Check out www.sysmex.com/webinars to view the webinars listed above and many others!
(continued from cover)

Once we receive an alert, we do a quick inventory and adjust, approve or reject the order automatically via the e-Supply web site, eliminating the need to call in our order to customer service. It’s easier than handling the reagent ordering process through a standing order, which often requires adjustments on our part and makes the process more difficult,” she added. Eventually Sandy would like to see e-Supply include the consumables, QC and/or reagents for the SP-1000i (Silde-MAker Stainer) as well as the flexibility to create a reagent order without receiving an alert, she added. Currently Mobile infmary processes 350 – 400 samples daily.

Here is how e-Supply works.

Prior to e-Supply start-up, each customer is asked to provide a completed information sheet and a pre-determination of the minimum level of stock inventory or “safety stock” for each product. Recommended inventory level will consider reagent usage based on instrumentation, volume and ordering pattern. This baseline will be compared with the customer’s actual usage to ultimately determine stock level and reagent delivery.

Stock level also considers factors such as maximum adjust days (how close to an existing order can this reagent be ordered?) maximum supply days (How many maximum days maximum supply should the customer have on-hand?) and minimum supply quantity (How many days minimum supply should the customer have on-hand?). If the safety stock is reached, an automatic e-mail will be generated at least five days before re-order point to notify the customer. If the customer doesn’t accept or reject the initial order notification, a second email notification will be sent; followed by a call from the Sysmex Customer Service Center if necessary.

Once a customer has reviewed and approved an order through the Sysmex Customer Order Service Center (CRC), the order will be shipped from Sysmex to the customer within the wire’s delivery time frame.

Delivery timelines consider factors such as minimum days between order alerts, consolidation adjustment window, customer order approval window, estimated shipping time and the customer’s minimum stock levels. Customers can track orders through the Sysmex CRC e-Supply page under the REPORTS tab.

More Information on Sysmex Fall Webinar Series will be available soon. A list will be posted on the Sysmex Customer Resource Center when it becomes available.

2  Sysmex News

Symsex America has been selected by the Center for Companies That Care for a second consecutive year as an employer demonstrating consistent practice of “10 Characteristics of a Company That Cares”. These characteristics include: developing and leading employees, supporting the pursuit of work-life balance, sustaining a work environment founded on dignity and respect for all employees, providing competitive compensation and benefits, and volunteering in the community. The 2010 Companies That Care Honor Roll is selected by an independent panel of seasoned professionals in a variety of industries.

“We are honored that Sysmex America has been selected. We understand that our employees are role as an employer committed to the being of our employees,” said Karen Resources, Sysmex America, Inc.

Center for Companies That Care is a national to recognizing employers whose values and practices support the needs of society as well as support the needs of their businesses. Those named are large, medium and small, public and private, for-profit and not-for-profit, in diverse industries headquartered in 18 states.

“We are extremely impressed that during a tough economy the Honor Roll employers – such as Sysmex America, Inc. – are doing whatever they can to sustain individuals, families, and communities. Not increasing employers’ benefits costs, decreasing expenses in other areas to keep providing merit increases and recognition programs, and continuing to engage employees in community service are just a few actions these employers have taken,” said Marie Robbin, Co-founder and President of Center for Companies That Care.

The Honor Roll is announced annually in conjunction with the annual launch of CAREDAYS, a month-long national initiative to engage individuals and employers in activities addressing a significant societal issue.

Included in the 2010 Companies That Care Honor most significant asset and, as such, embrace professional development and personal well

Companies That Care Honor Roll 2010

The Honor Roll is selected by an independent panel of seasoned professionals in a variety of industries.

The Honor Roll is announced annually in conjunction with the annual launch of CAREDAYS, a month-long national initiative to engage individuals and employers in activities addressing a significant societal issue.
Sysmex Automated Hematology Analyzer Clears FDA

The Sysmex XT-4000i™ Automated Hematology Analyzer was cleared by the United States Food and Drug Administration (FDA) March 31, 2010. The analyzer provides a total of 34 parameters and like the Sysmex XE-5000, a Body Fluid specific mode, delivering rapid, reliable results essential in patient diagnosis and therapeutic monitoring. The success of the XT-Series has been shown by more than 1,700 customers currently utilizing the XT-2000i and the XT-1800i.

The unique features of the Sysmex XT-4000i include the IG (Immature Granulocyte) parameter, which provides reliable detection and quantification of circulating immature granulocytes that may be used by physicians as an early indicator of acute infection, inflammatory response or myeloproliferative disorder. The RET-H (Reticulocyte Hemoglobin Equivalent) parameter, which quantifies the hemoglobin content of reticulocytes, is an established parameter in the National Kidney Foundation’s KDOQI (Kidney Disease Outcomes Quality Initiative) guidelines for assessing the initial iron status of patients with chronic kidney disease on hemodialysis as well as IV iron replacement in these patients.

"With FDA’s clearance of the Sysmex XT-4000i, we are truly in a unique position to offer a portfolio of hematology products that support the needs of small clinics to high-volume clinical laboratories in every sized hospital or Integrated Delivery Network in the nation," said John Kershaw, President & CEO, Sysmex America, Inc.

The Sysmex XT-4000i offers the reliability and standardization of Sysmex’s patented flow cytometry technology platform – enhancing efficiency and improving productivity without sacrificing quality or accuracy.

Once the delivered reagent has been loaded onto the instrument, the reagent is deducted from the site’s inventory level. e-Supply will be available to all standalone X-Series Sysmex customers in the 2nd quarter of 2010.

The current e-Supply program administers the tracking, ordering and shipping of Sysmex Hematology instrument reagents. The program does not administer consumables, QC and/or reagents for the SP-1000i (Slide Maker Skaner).

e-Supply requires the installation and use of the Sysmex Network Communication System (SNCS™). SNCS is a service solution that collects information, monitors instrument performance, and links data to Sysmex Customer Support via a broadband internet connection.

Upon installation, e-Supply software monitors reagent usage rate by lot number. This information is then used to determine the number of reagent packs to ship at the next delivery point e.g. monthly, or bi-monthly. e-Supply access is achieved through the Sysmex Customer Resource Center (CRC).

e-Supply Product Description

The e-Supply software provides the following features for the delivery and monitoring of reagent products:

- **Automatic Reagent Delivery**: Just-in-time reagent delivery based on customer usage rate, ensuring instrument uptime and no delays in reagent shipping.
- **Automatic Reagent Monitoring**: Continuous monitoring of reagent usage by unit when loaded on the Sysmex instrument. The e-Supply software captures the lot number, reagent product identifier and date/time of reagent replacement.
- **Reagent Tracking Alert Notification**: Customer electronic e-mail alert for reagent approval, reagent overdue notification, low safety stock, and reagent delivery progress. The electronic notifications keep the customer updated on reagent usage status, approval and tracking of delivery.
- **Order Approval**: An easy-to-use customer interface providing the capability to review and approve reagents ordering per contract specifics with actions to approve, add or reject order, and to add tracking comments.
- **On Demand Inventory Adjustment**: The customer can modify onsite inventory to ensure inventory count accuracy.
- **Management Report**: An easy-to-view Order Tracking report details reagent usage by unit, date/time of reagent delivery and expiration lot dates.
**CellaVision and Sysmex Continue Strategic Partnership**

Swedish-based company CellaVision AB and Sysmex Corporation have extended and broadened their working relationship by entering a global distribution agreement. The agreement gives Sysmex a non-exclusive right to sell CellaVision’s products in hematology laboratories worldwide. Starting April 1, 2010, the non-exclusive agreement comprises all international markets but Canada. CellaVision develops and sells digital morphology products for the routine analysis of blood and other body fluids.

**Sysmex FSS Contract Extension Benefits Veterans Hospitals, Allied Health**

Sysmex America has been awarded a CPRR FSS contract extension by the Veterans Administration National Acquisition Center in Hines, Illinois officially effective through August 31, 2010. Sysmex’s contract extension means that Veterans Affairs hospitals, clinics and nursing homes, DOD Military Treatment Facilities (MTFs), Health and Human Services (HHS) such as Indian Health, CDC, NIH and the Federal Bureau of Prisons (FBOP) nationwide have continued access to Sysmex’s portfolio of products, services and training at pre-determined pricing. Some state facilities also may benefit from Sysmex’s CPRR FSS contract through a government sharing agreement. To find out how your government facility may benefit from Sysmex America’s CPRR FSS contract renewal, contact Sysmex America’s sales team at 847-996-4321.

**Sysmex Brazil Recommended for International Certifications**

Sysmex Brazil’s recommendations for international certifications OHSAS 18001 (Occupational Health & Safety Standards) and SA 8000 (Social Accountability) are another milestone in the company’s efforts to assure health, safety and social responsibility management systems that promote “best practices” while meeting company business objectives.

According to Samira Faret, Regulatory Affairs Manager, Sysmex Brazil, “Our voluntary pursuit to seek and adopt these OHSAS certifications publicly demonstrate the earnestness with which we are committed to providing a safe and efficient working environment for our employees.” Sysmex Brazil has already voluntarily achieved and maintains ISO (International Organization for Standardization) Certifications ISO 9001 and ISO 14001 (Quality management system) and ISO 45001 (EMS/environmental management system). Sysmex Brazil’s certification efforts were initiated 18 months ago as part of Sysmex’s overall global campaign “Value Quest 2008” aimed at strengthening Sysmex value over a ten-year period.

**Sysmex Canada Strengthens Sales Support for Canadian Healthcare Market**

In order to strengthen its internal infrastructure and accommodate Sysmex’s surging growth in the Canadian healthcare markets, Sysmex Canada, Inc. has named Patrick Castaldi as its Director of Sales. Castaldi’s responsibilities include sales, contract negotiation, and oversight of the company’s Health System Account Managers.

“In order to strengthen its internal infrastructure and accommodate Sysmex’s surging growth in the Canadian healthcare markets, Sysmex Canada, Inc. has named Patrick Castaldi as its Director of Sales. Castaldi’s responsibilities include sales, contract negotiation, and oversight of the company’s Health System Account Managers.”

**Sysmex Brazil Reagent Plant Launches SYNERGY Initiative**

In an effort to continue the professional development of its employees in its São José dos Pinhais, Paraná unit, Sysmex Brazil’s reagent manufacturing plant has launched its SYNERGY Initiative. The initiative is a behavioral training program designed to enhance the alignment and cohesion of staff in the areas of accountability, leadership, communication and feedback. “Our SYNERGY initiative is tailored to meet the long-term professional needs of our employees while empowering them to provide ‘best-in-class’ services that ultimately result in a ‘best-in-class’ hematology product offering, benefiting Sysmex customers throughout Latin America,” said Samira Faret, Regulatory Affairs Manager, Sysmex Brazil. Sysmex Brazil’s reagent plant is one of two manufacturing facilities administrated by Sysmex America, Inc., U.S. subsidiary of Sysmex Corporation (Kobe, Japan).
Sysmex At-A-Glance
Siemens and Sysmex America Announce Contract Agreement
Siemens Healthcare Diagnostics and Sysmex America, Inc. have signed a new three-year supply and distribution agreement giving Siemens the exclusive right to distribute the Sysmex UF-1000™ Automated Urine Particle Analyzer, sample rack transport system and UrinAlysis WAM Data Manager in combination. The Sysmex urinalysis products offering is part of Siemens fully-integrated CLINITEK AUWi/Urinalysis system. The CLINITEK AUWi system automatically processes patient samples between the Sysmex UF-1000™ Automated Urine Particle Analyzer and Siemens’ CLINITEK Atlas™ Analyzer, providing a total urinalysis testing solution that improves workflow without operator intervention. The UrinAlysis WAM Data Management software consolidates urine chemistry results from the CLINITEK Atlas analyzer and urine sediment results from the UF-1000™ Automated Urine Particle Analyzer, automatically sending results to the laboratory information system. The data manager also enables laboratories to customize rules for managing their unique workflow, reporting needs and productivity targets. To learn more about the CLINITEK AUWi System, visit www.siemens.com/CLINITEKAUWi.

CellaVision and Sysmex Continue Strategic Partnership
Swedish-based company CellaVision AB and Sysmex Corporation have extended and broadened their working relationship by entering a new three-year supply and distribution agreement comprising all international markets but Canada. CellaVision’s Particle Analyzer, automatically sending results to the laboratory information system, offers an easy-to-use workflow, reporting needs and productivity targets. To learn more about the CLINITEK AUWi System, visit www.siemens.com/CLINITEKAUWi.

Sysmex F5S Contract Extension Benefits Veterans Hospitals, Allied Health
Sysmex America has been awarded a CPRR F5S contract extension by the Veterans Administration National Acquisition Center in Hines, Illinois officially effective through August 31, 2014. Sysmex’s contract extension means that Veterans Affairs hospitals, clinics and nursing homes, DOD Military Treatment Facilities (MTF), Health and Human Services (HHS) such as Indian Health, CDC, NIH and the Federal Bureau of Prisons (FBOP) nationwide have continued access to Sysmex’s portfolio of products, services and training at pre-determined pricing. Some state facilities also may benefit from Sysmex’s CPRR F5S contract through a government sharing agreement. To find out how your government facility may benefit from Sysmex America’s CPRR F5S contract renewal, contact Sysmex America’s sales team at 847-996-4521.

Sysmex Brazil Recommended for International Certifications
Sysmex Brazil’s recommendations for international certifications OHSAS 18001 (Occupational Health & Safety Standards) and SA 8000 (Social Accountability) are another milestone in the company’s efforts to assure health, safety and social responsibility management systems that promote “best practices” while meeting company business objectives.

According to Samira Faret, Regulatory Affairs Manager, Sysmex Brazil, “Our voluntary pursuit to seek and adopt these OHSAS certifications publicly demonstrate the earnestness with which we are committed to providing a safe and efficient working environment for our employees.” Sysmex Brazil has already voluntarily achieved and maintains ISO (International Organization for Standardization) Certifications ISO 9001 and ISO 15185 (QMS/Quality management system) and ISO 14001 (EMS/Environmental management system). Sysmex Brazil’s certification efforts were initiated 18 months ago as part of Sysmex’s overall global campaign “Value Quest 2008” aimed at strengthening Sysmex value over a ten-year period.

Sysmex Brazil Reagent Plant Launches SYNERGY Initiative
In an effort to continue the professional development of its employees in its Sao José dos Pinhais, Paraná unit, Sysmex Brazil’s reagent manufacturing plant has launched its SYNERGY initiative. The initiative is a behavioral training program designed to enhance the alignment and cohesion of staff in the areas of accountability, leadership, communication and feedback. “Our SYNERGY initiative is tailored to meet the long-term professional needs of our employees while empowering them to provide ‘best-in-class’ services that ultimately result in a ‘best-in-class’ hematology product offering, benefiting Sysmex customers throughout Latin America,” said Samira Faret, Regulatory Affairs Manager, Sysmex Brazil. Sysmex Brazil’s reagent plant is one of two manufacturing facilities administered by Sysmex America, Inc., U.S. subsidiary of Sysmex Corporation (Kobe, Japan).

Sysmex Canada Strengthens Sales Support for Canadian Healthcare Market
In order to strengthen its internal infrastructure and accommodate Sysmex’s surging growth in the Canadian healthcare market, Sysmex Canada, Inc. has named Patrick Castaldi as its Director of Sales. Castaldi’s areas of responsibilities include sales, contract negotiation, and oversight of the company’s Health System Account Managers.

Prior to joining Sysmex Canada, Castaldi’s leadership experience included tenures with Nanogen POC/Spectral Diagnostics, Becton Dickinson and Sigma-Aldrich, Diagnostics Division, each of which involved his oversight in the areas of sales, marketing, and product development. Castaldi earned his Bachelor of Science in Psychology from McMaster University, Ontario and successfully completed the core curriculum courses in Business Management from the University of Toronto.

*Not unlike the United States, Canadian healthcare providers must balance the need to provide quality patient care with the need to deliver that care as cost effectively as possible. Sysmex is a solutions provider that helps Canadian hospitals meet these needs. Castaldi’s addition to the Sysmex Canada team will help ensure we richly support the expansion of our product and service offerings for Canadian healthcare providers,* said Carl Rocha, General Manager, Sysmex Canada. Castaldi will report directly to the office of General Manager, Sysmex Canada.

“Not unlike the United States, Canadian healthcare providers must balance the need to provide quality patient care with the need to deliver that care as cost effectively as possible. Sysmex is a solutions provider that helps Canadian hospitals meet these needs. Castaldi’s addition to the Sysmex Canada team will help ensure we richly support the expansion of our product and service offerings for Canadian healthcare providers,” said Carl Rocha, General Manager, Sysmex Canada. Castaldi will report directly to the office of General Manager, Sysmex Canada.

Castaldi earned his Bachelor of Science in Psychology from McMaster University, Ontario and successfully completed the core curriculum courses in Business Management from the University of Toronto.

Sysmex Canada, Inc., a wholly-owned subsidiary of Sysmex America, Inc.
Sysmex Automated Hematology Analyzer Clears FDA

The Sysmex XT-4000i™ Automated Hematology Analyzer was cleared by the United States Food and Drug Administration (FDA) March 31, 2010. The analyzer provides a total of 34 parameters and like the Sysmex XE-5000, a Body Fluid specific mode, delivering rapid, reliable results essential in patient diagnosis and therapeutic monitoring. The success of the XT-Series has been shown by more than 1,700 customers currently utilizing the XT-2000i and the XT-1800i.

The unique features of the Sysmex XT-4000i include the IG (Immature Granulocyte) parameter, which provides reliable detection and quantification of circulating immature granulocytes that may be used by physicians as an early indicator of acute infection, inflammatory response or myeloproliferative disorder. The RET He (Reticulocyte Hemoglobin Equivalent) parameter, which quantifies the hemoglobin content of reticulocytes, is an established parameter in the National Kidney Foundation’s KDOQI (Kidney Disease Outcomes Quality Initiative) guidelines for assessing the initial iron status of patients with chronic kidney disease on hemodialysis as well as IV iron replacement in these patients.

“With FDA’s clearance of the Sysmex XT-4000i, we are truly in a unique position to offer a portfolio of hematology products that support the needs of small clinics to high-volume clinical laboratories in every sized hospital or Integrated Delivery Network in the nation,” said John Kershaw, President & CEO, Sysmex America, Inc.

The Sysmex XT-4000i offers the reliability and standardization of Sysmex’s patented flow cytometry technology platform – enhancing efficiency and improving productivity without sacrificing quality or accuracy.

Upon installation, e-Supply software monitors reagent usage rate by lot number. This information is then used to determine the number of reagent packs to ship at the next delivery point e.g. monthly, or bi-monthly. e-Supply access is achieved through the Sysmex Customer Resource Center (CRC).

Once the delivered reagent has been loaded onto the instrument, the reagent is deducted from the site’s inventory level. e-Supply will be available to all standalone X-Series Sysmex customers in the 2nd quarter of 2010.

The current e-Supply program monitors and shipping of Sysmex Hematology instrument reagents. The program does not administer consumables, QC and/or reagents for the SP-1000i (Slide Maker Slainer).

e-Supply requires the installation and use of the Sysmex Network Communication System (SNCS™). SNCS is a service solution that collects information, monitors instrument performance, and links data to Sysmex Customer Support via a broadband internet connection.

V-Supply Product Description

The e-Supply software provides the following features for the delivery and monitoring of reagent products:

Automatic Reagent Delivery: Just-in-time reagent delivery based on customer usage rate, ensuring instrument uptime and no delays in reagent shipping.

Automatic Reagent Monitoring: Continuous monitoring of reagent usage by unit when loaded on the Sysmex instrument. The e-Supply software captures the lot number, reagent product identifier and date/time of reagent replacement.

Reagent Tracking Alert Notification: Customer electronic e-mail alert for reagent approval, reagent overdue notification, low safety stock, and reagent delivery progress. The electronic notifications keep the customer updated on reagent usage status, approval and tracking of delivery.

Order Approval: An easy-to-use customer interface providing the capability to review and approve reagents ordering per contract specifics with actions to approve, add or reject order, and to add tracking comments.

On Demand Inventory Adjustment: The customer can modify onsite inventory to ensure inventory count accuracy.

Management Report: An easy-to-view Order Tracking report details reagent usage by unit, date/time of reagent delivery and expiration lot dates.


President’s Message (continued)

Sysmex has developed and plans to launch a gene amplification method which extracts and amplifies genes, enabling the detection of lymph-node metastasis in approximately 30 minutes. Sysmex also has developed the world’s first protein chip that can simultaneously measure twenty types of proteins for use in predicting the effects of anticancer drugs.

Clearly, a manufacturer’s research and development efforts will remain critical to a clinical laboratory’s survival in this new era. As such, we at Sysmex will continue to view our customers’ needs from a forward-looking perspective. In other words, how is the clinical laboratory going to evolve over the years to come and what can we do to shape and support that development? This is a guiding principle of “The Sysmex Way” – the principles by which we operate and challenge our employees to innovate.

In this issue of Sysmex News, you will learn of our recent FDA clearance for the Sysmex XT-4000i which literally puts our company in the unique position of servicing the hematology needs of small clinics to high-volume clinical laboratories in every sized hospital or IDN in the nation. You also will read about our company’s innovative e-Supply program that we recently developed to streamline the reagent ordering process, manage customer on-site inventory, and reduce the costs and errors associated with expedited reagent shipments.

Both of these milestones demonstrate Sysmex’s continued commitment to innovation, technology excellence and research. It is this commitment that will make Sysmex a key player in a new healthcare environment, but thrive.

John Kershaw
President & CEO, Sysmex America, Inc.

(continued from cover)

Once we receive an alert, we do a quick inventory and adjust, approve or reject the order automatically via the e-Supply web site, eliminating the need to call in our order to customer service. It’s easier than handling the reagent ordering process through a standing order, which often requires adjustments on our part and makes the process more difficult,” she added. Eventually Sandy would like to see e-Supply include the consumables, QC and/or reagents for the SP-1000i (Silda Maker Stain) as well as the flexibility to create a reagent order without receiving an alert, she added. Currently Mobile Immunary performs 350 – 400 samples daily.

How is e-Supply works.

Prior to e-Supply start-up, each customer is asked to provide a completed information sheet and a pre-determination of the minimum level of stock inventory or “safety stock” for each product. Recommended inventory level will consider reagent usage based on instrumentation, volume and ordering pattern. This baseline will be compared with the customer’s actual usage to ultimately determine stock level and reagent delivery.

Stock level also considers factors such as maximum adjust days (how close to an existing order can this reagent be ordered?), maximum supply days (how many maximum days maximum supply should the customer have on hand?) and minimum supply quantity (how many days minimum supply should the customer have on hand?). If the safety stock is reached, an automatic e-mail will be generated at least five days before re-order point to notify the customer. If the customer doesn’t approve or reject the initial order notification, a second email notification will be sent; followed by a call from the Sysmex Customer Service Center if necessary.

Once a customer has reviewed and approved an order through Sysmex’s Customer Resource Center (CRC), the order will be shipped from Sysmex to the customer within the ship’s delivery time frame.

Delivery timelines consider factors such as minimum days between order alerts, consolidation adjustment window, customer order approval window, estimated shipping time and the customer’s minimum stock levels. Customers can track orders through the Sysmex CRC e-Supply page under the REPORTS tab.

Sysmex America Two-Time “Company That Cares” Award Winner

Sysmex America has been selected by the Center for Companies That Care for a second consecutive year as an employer demonstrating consistent practice of “10 Characteristics of a Company That Cares.” These characteristics include developing employees and leaders, supporting the pursuit of work-life balance, sustaining a work environment founded on dignity and respect for all employees, providing competitive compensation and benefits, and volunteering in the community. The 2010 Companies That Care Honor Roll is selected by an independent panel of seasoned professionals in a variety of industries.

“We are honored that Sysmex America has been Rol. We understand that our employees are role as an employer committed to the well-being of our employees,” said Karen Resources, Sysmex America, Inc.

Center for Companies That Care is a national initiative to recognizing employers whose values and support the needs of society as well as the to the 2010 Rol feature U.S. organizations that are profit and not-for-profit, in diverse industries headquartered in 18 states.

“We are extremely impressed that during a tough economy the Honor Roll employers – such as Sysmex America, Inc. – are doing whatever they can to sustain individuals, families, and communities. Not increasing employees’ benefits costs, decreasing expenses in other areas to keep providing merit increases and recognition programs, and continuing to engage employees in community service are just a few actions these employers have taken,” said Marc Robben, Co-founder and President of Center for Companies That Care.

The Honor Roll is announced annually in conjunction with the annual launch of CAREDAYS, a month-long national initiative to engage individuals and employers in activities addressing a significant societal issue.

More Information on Sysmex Fall Webinar Series will be available soon. A list will be posted on the Sysmex Customer Resource Center when it becomes available.
President & CEO, Sysmex America, Inc.

John Kershaw

Clear, a manufacturer’s research and development efforts will remain critical to a clinical laboratory’s survival in this new era. As such, we at Sysmex will continue to view our customers’ needs from a forward-looking perspective. In other words, how is the clinical laboratory going to evolve over the years to come and what can we do to shape and support that development? This is a guiding principle of “The Sysmex Way” – the principles by which we operate and challenge our employees to innovate.

In this issue of Sysmex News, you will learn of our recent FDA clearance for the Sysmex XT-4000 which literally puts our company in the unique position of servicing the hematology laboratories in every sized hospital or IDN in the nation. You also will read about our company’s innovative e-Supply program that we recently developed to streamline the reagent ordering process, manage customer on-site inventory, and reduce the costs and errors associated with expedited reagent shipments.

Both of these milestones demonstrate Sysmex’s continued commitment to innovation, technology excellence and research. It is this commitment that will make Sysmex a key player in the advancement of healthcare and is the reason why our customers will not only survive, but thrive.

John Kershaw
President & CEO, Sysmex America, Inc.

Sysmex has developed and plans to launch a gene amplification method which extracts and amplifies genes, enabling the detection of lymph-node metastasis in approximately 30 minutes. Sysmex also has developed the world’s first protein chip that can simultaneously measure twenty types of proteins for use in predicting the effects of anticancer drugs.

Here is how e-Supply works.

Prior to e-Supply start-up, each customer is asked to provide a completed information sheet and a pre-determination of the minimum level of stock inventory or “safety stock” for each product. Recommended inventory level will consider reagent usage based on instrumentation, volume and ordering pattern. This baseline will be compared with the customer’s actual usage to ultimately determine stock level and reagent delivery.

Sysmex has developed and plans to launch a gene amplification method which extracts and amplifies genes, enabling the detection of lymph-node metastasis in approximately 30 minutes. Sysmex also has developed the world’s first protein chip that can simultaneously measure twenty types of proteins for use in predicting the effects of anticancer drugs.

Once we receive an alert, we do a quick inventory and adjust, approve or reject the order automatically via the e-Supply web site, eliminating the need to call in our order to customer service. It’s easier than handling the reagent ordering process through a standing order, which often requires adjustments on our part and makes the process more difficult,” she added. Eventually Sandy would like to see e-Supply include the consumables, QC and/or reagents for the SP-1000 (Silda Maker Stainer) as well as the flexibility to create a reagent order without receiving an alert, she added. CURRENTLY Mobile Infirmary processes 350 – 400 samples daily.

(continued from cover)

Sysmex has been selected by the Center for Companies That Care for a second consecutive year as an employer demonstrating consistent practice of "10 Characteristics of a Company That Cares". These characteristics include developing employees and leaders, supporting the pursuit of work-life balance, sustaining a work environment founded on dignity and respect for all employees, providing competitive compensation and benefits, and volunteering in the community. The 2010 Companies That Care Honor Roll is selected by an independent panel of seasoned professionals in a variety of industries.

“We are honored that Sysmex America has been included in the 2010 Companies That Care Honor Roll. We understand that our employees are role as an employer committed to the being of our employees,” said Karen Resources, Sysmex America, Inc.

Center for Companies That Care is national to recognizing employers whose values and support the needs of society as well as the to the 2010 list feature U.S. organizations that are profit and not-for-profit, in diverse industries headquartered in 18 states.

“We are extremely impressed that during a tough economy the Honor Roll employees – such as Sysmex America, Inc. – are doing whatever they can to sustain individuals, families, and communities. Not increasing employees’ benefits costs, decreasing expenses in other areas to keep providing merit increases and recognition programs, and continuing to engage employees in community service are just a few actions these employers have taken,” said Marc Robben, Co-founder and President of Center for Companies That Care.

The Honor Roll is announced annually in conjunction with the annual launch of CARE DAYS, a month-long national initiative to engage individuals and employers in activities addressing a significant societal issue.
Sysmex Webinars Available On-Demand

Recently added topics include:

• Automation and the Need for Lavender Top Tube Management in Hemoglobin A1C Testing (5/5/2010) Michael Spikerman, Ph.D., Professor of Pathology and Laboratory Medicines, Texas A&M Health Science Center College of Medicine, Chief, Section of Chemistry Clinical Pathology, Scott & White HealthCare, Temple, TX

• A practical guide to implementing Sysmex XE-5000 immature Granulocyte count (4/7/2010) Linda M. Sandhaus, MD, MS - Associate Professor of Pathology, Director, Hematology Laboratory and Point-of-Care Testing, University Hospitals Case Medical Center


• Managing by Fact: Using Metrics in the Clinical Laboratory (2/3/2010) Sandy Hood, MT(ASCP) SBB, Administrative Director of Lab and Pathology Medicine, Riverside Methodist Hospital, Columbus, OH

Many of these complimentary webinars on current clinical laboratory topics are accredited for continuing education credits through PACE and the State of Florida. They are available 24/7. Check out www.sysmex.com/webinars to view the webinars listed above and many others!

Managing Reagent Inventory without the Hassle

Sysmex America recently developed a system designed to streamline the reagent ordering process, manage customer on-site inventory, and reduce the costs and errors associated with expired reagent shipments. The system, known as e-Supply, is a software solution that provides automatic reagent delivery, automatic reagent monitoring, reagent tracking alert notification, order approval, on-demand inventory adjustment and management reporting.

Mobile Infirmary Medical Center, a not-for-profit 704-bed acute-care hospital located in Mobile, Alabama, served as a beta site for e-Supply. According to Sandy Lozano, MT, ASCP, Core Laboratory Manager, Mobile Infirmary - Supply has made her job easier. "I was looking for a way to automate and simplify the reagent ordering process so that my co-workers could also assist with reagent replenishment. While Mobile Infirmary is still in the process of fine-tuning its e-Supply initiative, overall we are pleased with the e-Supply system. I especially appreciate the way in which Sysmex is watching over us," said Sandy.

"We like most about e-Supply are the electronic alerts. Many of these alerts arrive via email, text, and mobile phone. We are especially sensitive to Warfarin, which prevents blood clots, could eliminate as many as 10,000 strokes and 85,000 serious bleeding episodes per year.

For some time, Sysmex has pursued research and development initiatives which support the expectation that disease diagnosis and management to one of disease prevention, early treatment, tailored therapy, and genome/protome/cellome-guided disease management. Examples of this transition are well-defined in breast cancer, leukemia and cardiovascular disease. A test for the HER2 protein in breast cancer patients has permitted better targeting of therapies— resulting in a 50 percent reduction in recurrence and a 35 percent reduction in death for such patients. Tests that read the DNA structure in acute lymphocytic leukemia, the most common form of leukemia in children, have helped boost the 10-year survival rate from four percent in the 1960s to more than 80 percent today. A test that identifies whether a patient is especially sensitive to Warfarin, which prevents blood clots, could eliminate as many as 10,000 strokes and 85,000 serious bleeding episodes per year.

For some time, Sysmex has pursued research and development projects which support the above paradigm shift with focus given to the clinical laboratory and how does Sysmex’s product offering fit into this new landscape? Clear evidence suggests that we will see a shift from the traditional paradigm of chronic disease diagnosis and management to one of disease prevention, early treatment, tailored therapy, and genome/protome/cellome-guided disease management. Examples of this transition are well-defined in breast cancer, leukemia and cardiovascular disease.
Sysmex Webinars Available On-Demand

www.sysmex.com/webinars
to view the webinars listed above and many others!

Missed the latest series of Sysmex webinars? It’s not too late! You can view the webinars on-demand at www.sysmex.com/webinars

Recently added topics include:

• Automation and the Need for Lavender Top Tube Management in Hemoglobin A1C Testing (5/5/2010)
  Michael Spiekerman, Ph.D., Professor of Pathology and Laboratory Medicines, Texas A&M Health Science Center College of Medicine, Chief, Section of Chemistry Clinical Pathology, Scott & White Healthcare, Temple, TX

• A practical guide to implementing Sysmex XE-5000
  Linda M. Sandhaus, MD, MS - Associate Professor of Pathology, Director, Hematology Laboratory and Point-of-Care Testing, University Hospitals Case Medical Center

  Jeri Walters SH (ASCP) - Technical Supervisor, Esoteric Testing, ACL Laboratories

• Managing by Fact: Using Metrics in the Clinical Laboratory (2/3/2010)
  Sandy Hood, MT(ASCP) SBB, Administrative Laboratory Director of Lab and Pathology Medicine, Riverside Methodist Hospital, Columbus, OH

Many of these complimentary webinars on current clinical laboratory topics are accredited for continuing education credits through PACE and the State of Florida. They are available 24/7. Check out www.sysmex.com/webinars to view the webinars listed above and many others!

Sysmex America recently developed a system designed to streamline the reagent ordering process, manage customer on-site inventory, and reduce the costs and errors associated with expedited reagent shipments. The system, known as e-Supply, is a software solution that provides automatic reagent delivery, automatic reagent monitoring, reagent tracking alert notification, order approval, on-demand inventory adjustment and management reporting.

Mobile Infirmary Medical Center, a not-for-profit 704-bed acute-care hospital located in Mobile, Alabama, served as a beta site for e-Supply. According to Sandy Lozano, MT(ASCP), Core Laboratory Manager and primary person responsible for hematology and chemistry reagents’ purchasing for Mobile Infirmary, e-Supply has made her job easier.

“I was looking for a way to automate and simplify the reagent ordering process so that my co-workers could also assist with reagent replenishment. While Mobile Infirmary is still in the process of fine-tuning its e-Supply initiative, overall we are pleased with the e-Supply system. I especially appreciate the way in which Sysmex is watching over us,” said Sandy.

“Managing Reagent Inventory without the Hassle”

Sysmex customers can realize reagent replenishment with minimal customer intervention and overstock avoidance. According to Sandy Lozano, MT(ASCP), Core Laboratory Manager at Mobile Infirmary Medical Center, e-Supply is a software solution that provides automatic reagent delivery, automatic reagent monitoring, reagent tracking alert notification, order approval, on-demand inventory adjustment and management reporting.

Mobile Infirmary Medical Center, a not-for-profit 704-bed acute-care hospital located in Mobile, Alabama, served as a beta site for e-Supply. According to Sandy Lozano, MT(ASCP), Core Laboratory Manager and primary person responsible for hematology and chemistry reagents’ purchasing for Mobile Infirmary, e-Supply has made her job easier.

“I was looking for a way to automate and simplify the reagent ordering process so that my co-workers could also assist with reagent replenishment. While Mobile Infirmary is still in the process of fine-tuning its e-Supply initiative, overall we are pleased with the e-Supply system. I especially appreciate the way in which Sysmex is watching over us,” said Sandy.