Healthcare · UAE

A healthcare group cut shortages of medical consumables by 32% with tracked requisitions

A Dubai healthcare group moved ward and lab requisitions for medical consumables into tracked purchase requests, with approvals, distributor quotes and receiving by batch at the central store.



32%

fewer supply shortages across departments

AT A GLANCE

INDUSTRY
Healthcare

REGION
Dubai, UAE

SIZE
Large institution, central procurement

LOCATIONS
Several medical facilities

FEATURES USED
Suppliers · Stores · Insight

01 The client

The client is a large healthcare institution headquartered in Dubai. A central procurement team buys for every ward, laboratory and clinic across its several medical facilities.

Departments use a steady stream of dressings, syringes, catheters, gloves and laboratory reagents. When a requisition sits on someone's desk, a ward finds out the hard way, on the shift when the shelf is empty.

02 The challenge

Requisitions traveled as paper forms and emails between departments, approvers and buyers. Nobody could say which ones were approved, ordered or still waiting, so shortages surfaced only when stock ran out.

- Approvals stalled with no reminder and no record of who held them.
- Buyers had no shared view of which distributors had been asked for prices.
- Departments could not see whether their requisition had become an order.
- Deliveries were checked against memory instead of the order.
- Planning suffered because past purchasing was spread across inboxes.

03 What they set up in Asset Infinity

The group ran departmental purchasing through Asset Infinity's Suppliers and Stores features, from the first requisition to the delivery counted into the central store.

Suppliers

Requisitions with an approval path

Ward and lab in-charges raise purchase requests that follow configured approval steps by department, with reminders when an approver sits on one.

Suppliers

Distributor quotes side by side

Buyers send RFQs to registered medical distributors and compare the returned quotes before a purchase order is issued.

Stores

Received by batch

The central store receives deliveries against the purchase order and records batch numbers, so consumables can be traced back to their delivery.

Insight

Where every requisition stands

Reports show open requests by department, approvals waiting, orders not yet delivered and spend by distributor.

04 How it works day to day

A requisition for ward consumables now follows these steps.

WARD IN-CHARGE

Raises the requisition

The ward or lab in-charge lists the consumables needed and the quantities in a purchase request, from the web or mobile app.

HEAD OF DEPARTMENT

Approves it

The request reaches the department head as an approval step. If it waits too long, a reminder goes out.

BUYER

Asks distributors for prices

The buyer sends an RFQ to the registered distributors for those items and records each quote as it comes in.

PROCUREMENT MANAGER

Issues the purchase order

The chosen quote becomes a purchase order to that distributor, tied back to the original requisition.

CENTRAL STOREKEEPER

Receives the delivery

The delivery is received against the order line by line, with batch numbers recorded, so a short delivery shows up straight away.

CENTRAL STOREKEEPER

Sends stock to the ward

The consumables are issued from the central store to the department that asked for them.

ACCOUNTS

Matches the invoice

The distributor's invoice is recorded against the purchase order and what was received, before it is passed for payment.

05 Before and after

	BEFORE	WITH ASSET INFINITY
Requisitions	Paper forms and emails	Purchase requests from the web or mobile app
Approvals	Delayed, with no record of who held them	Configured steps with reminders
Distributors	Poor coordination over prices and orders	RFQs, quotes and orders on record
Visibility	Departments did not know where a request stood	Status from request to delivery
Receiving	Checked from memory	Received against the order, with batch numbers
Planning	History scattered across inboxes	Purchase history by department and distributor

06 How it rolled out

1

Purchasing records moved. Past procurement records and the distributor list were brought into Asset Infinity after a review of how buying worked.

2

Approval rules by department. Purchase categories and approval steps were configured for each department and sourcing function.

3

Requesters and buyers trained. Department staff and the procurement team had hands-on training, followed by regular reviews of the process.

07 The results

- Requisitions move through approval with reminders instead of waiting unseen
- Departments can see when their request becomes an order and when it arrives
- Better coordination with distributors through recorded quotes and orders
- Fewer follow-up calls between wards and the procurement office
- Purchase history that supports planning for each department

08 Why it worked

One trail from ward to store

The requisition, the approval, the quote, the order and the receipt are linked, so anyone can see where a request stands.

Approvers are reminded

Reminders keep a request moving, which matters most for consumables a ward cannot do without.

Traceable consumables

Recording batch numbers at receipt means stock can be traced back to the delivery it came from.

09 Looking ahead

With every requisition tracked from request to receipt, the procurement team sees a shortage coming while there is still time to order, and departments know when their supplies will arrive.

The purchase history now held per department and distributor gives the group a factual basis for setting stock levels and agreeing supply terms.

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