

# ZIMBIS Early Impressions

## R-Dent Dental Laboratory



### BIOGRAPHY

In 1978, a young CDT by the name of Randy Grubb realized the need for a dental laboratory that would offer quality products with high esthetics and outstanding customer service. Thus, was born R-Dent Laboratory, and under the leadership of Daxton Grubb, Randy's son,

they've grown from that idea about quality and service to become the largest privately owned, full-service dental laboratory in Arkansas, Mississippi and Tennessee. R-Dent focuses on providing its dental partners with diverse and high-quality products coupled with outstanding customer service.

Cole Coughlin, Implant CAD/CAM Administrator at R-Dent and ZIMBIS System Administrator, speaks candidly about his first impressions of the ZIMBIS system recently installed in the lab.

### SIZE

12,000 SQ FT

### NUMBER OF EMPLOYEES

70

### MONTHLY SPEND ON SUPPLIES

\$40k



*"I wish I had this three years ago!"*

### Let's talk about life before ZIMBIS. Describe your inventory management process.

We initially started out managing inventory using a fishing tackle box in an inventory room. Approximately two years ago we created our own implant department to manage the inventory using a locked cabinet, more like a giant metal box. We call it the coffin or the morgue, just because every time you open it, you just want to die a little inside. It was just a mess! The biggest issue was the lack of a good log to keep up with what parts were taken and by whom. It's very difficult when you have more than one person accessing the cabinet to track the inventory.

### What challenges were you trying to solve when looking for a solution?

We wanted to locate and quantify our total inventory, make it easily accessible, yet secure, reduce the amount of emergency overnight orders that were occurring and reduce the number of personnel hours being devoted to ordering and stocking of inventory. Basically, we wanted to keep the things that were being used easily accessible and reduce or eliminate those things that weren't being used.

### When was the decision made to go with the ZIMBIS system?

We knew there had to be a better way. Daxton had heard

about similar technology that was being used in hospitals and was told about the ZIMBIS solution specifically for the dental industry from another colleague who had recently installed cabinets in his lab.

### How many ZIMBIS cabinets were installed and where?

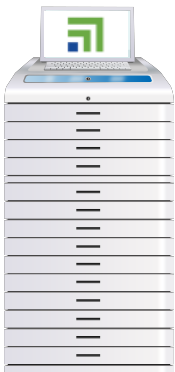
We have initially installed one of the ZIMBIS LabPlus cabinets in our implant department managing standard line components. We still have some open space in the cabinet and will plan to add more lab inventory as a phase 2 project.

**Talk about the transition—moving forward from your former inventory system to the ZIMBIS system. How did that process go?**

It was really pretty simple and a lot easier than I expected. The ZIMBIS Implementation Specialist was an absolute angel. She explained everything that we had questions about even before we could ask them.

The process of setting up our max and min levels was time consuming because due to our extremely manual processes, they were just numbers in my head, but the ZIMBIS representative was extremely patient and helped me get them all added to the database.

This system has the effect of making you more efficient in your planning and utilization of supplies and really saves an enormous amount of time that can then be dedicated to production.



ZIMBIS Lab Plus

**Any surprises along the way, in any part of the installation or shortly after?**

Nothing but good surprises. The first a few weeks I would get a report from ZIMBIS saying we needed to order some things and we thought the report was wrong because we were so used to knowing the inventory in our heads. It turned out that the ZIMBIS was right. I started to ask myself, "why didn't I order it when it told me to?" We quickly learned if we listen to the ZIMBIS, it tells us what it needs. It does the thinking for us. It's somewhat like, "This is what I need. Fill me."

**Describe how the ordering process has changed now that ZIMBIS is in place and integrated with Labtrac?**

The automated ordering through ZIMBIS is probably the most significant source of efficiency for us thus far. I now only place orders once a week, and it has almost entirely eradicated the need for next day air shipments, which has created healthy savings for us.

The integration with Labtrac has created an end-to-end closed-loop process by automating manual processes that has significantly increased efficiency across the lab. Now everything is accurately accounted for and recorded to the right case.



Karen Lingerfelt and Cole Coughlin, R-Dent Lab Administrators

**Does the knowledge that you don't have to worry about running out of supplies, or searching your facility for them make running the business part of your lab less stressful?**

Absolutely! It's a combination of solving so many different problems in one neat little package. It is so much more beneficial than just tracking our implant inventory. We will be able to use it to manage more aspects of our laboratory than just implant components. I wish I had this three years ago!

**Contact ZIMBIS for more information**

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