

INNOVATION IN THE WAKE OF COVID-19

**New procurement platform quickly
connects buyers and sellers of critical
personal protective equipment**



THE COVID-19 VIRUS

is upending lives, businesses and dreams worldwide. As care professionals risk their lives to save patients, healthcare organizations struggle to safeguard front-line professionals with adequate personal protective equipment (PPE).

Healthcare supply chains are stressed, as organizations and individuals worldwide deplete normally adequate PPE inventories and splinter traditional supply chains. Many non-medical businesses have stepped up to meet this challenge, repurposing everything from automobile plants to bedding factories to manufacture needed healthcare equipment.

Many of these new players have little experience in the health industry, and health providers lack a transparent view of current PPE inventories – both new and incumbent.

Reacting to requests for assistance from leading providers, Accenture quickly identified and investigated PPE vendors to help buyers connect with sellers. Within days, the Accenture team was connecting 50 health system procurement departments to a rapidly expanding network of vendors and providing daily email updates of the suppliers' current PPE inventories.

Given the enthusiastic response from our clients, Accenture collaborated with Avanade and Microsoft to scale up the initiative into an interactive resource in record time.

Just eight days later, we introduced Critical Supply Connect, an innovative, digital supply chain community connecting:



57

HEALTH SYSTEMS

(with over 638 hospitals) to more than...



110

SUPPLIERS

suppliers that offer over...



300

UNIQUE PRODUCTS

Many of these vendors are outside of the traditional healthcare industry, so to keep it simple, Critical Supply Connect helps buyers to connect with sellers so they can transact on their own terms. The platform eliminates hours spent by providers frantically searching for needed and authentic PPE supplies, and it also alerts hospitals and other caregivers to non-traditional sources of PPE.

Critical Supply Connect helps untangle the often-knotted supply chains, providing the transparency providers need to ensure critical equipment flows directly to frontline health workers. Ultimately, plentiful PPE availability gives caregivers a greater feeling of safety and the confidence to provide the healing touch many patients desperately need.



“Critical Supply Connect represents the best of business ingenuity, combining leading-edge innovation with a can-do collaborative spirit to deliver the right procurement tool for dealing with a major health crisis and disruption.”

— KRISTIN FICERY North American Health Lead, Accenture

Critical Supply Connect delivers value four ways:



Safeguards against price gouging

All suppliers are investigated and pricing rationalized prior to posting their available inventory.



Locates non-traditional suppliers

Manufacturers outside health have retooled to produce medical supplies, and the system connects hospitals to such suppliers.



Displays inventory updates

Shows available PPE inventory updates entered by suppliers so that interested hospital buyers can quickly search for available supplies.



Offers speedy connections to vendors

Once a match is identified, contact information is shared so procurement can take place efficiently using normal purchasing channels.

Critical Supply Connect demonstrates the power of cooperation and innovation in pursuit of a common mission. The solution unleashed the power, innovation and initiative so that our clients can gain the upper hand in sourcing PPE in the fight against COVID-19. We look forward to continuing our partnerships that have been forged during this time as we look for innovative ways to bolster supply chain efforts.



“In the early days of the COVID-19 pandemic, Accenture had the foresight to rapidly establish an innovative, digital platform to identify and connect hospital systems with PPE suppliers. This platform, Critical Supply Connect, has been instrumental in closing the gap created by massive shortages of PPE in the traditional healthcare supply chain. Much appreciated.”

— CARL WALLER Vice President - Supply Chain Management, **NORTH SIDE HOSPITAL**

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CONTACT US



John Walko

j.walko@accenture.com



Chad Gottesman

chad.gottesman@accenture.com

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