



CUSTOMER SUCCESS STORY: PSS World Medical Inc.

Special thanks to Diane Hamilton, Director of Financial Controls at PSS World Medical, for sharing their policyIQ success story.

Who is PSS, World Medical?

Physician Sales & Service, Inc. is headquartered in Jacksonville, FL and was founded in 1983 with a mission to fulfill the inventory needs of office-based physicians by providing medical supplies to the physician market. In addition to Physician Sales & Services (PSS), the company also operates the largest distributor of medical supplies to the Long-Term and Elder Care industry, Gulf South Medical (GSMS).

A policyIQ Client since 2005

PSS purchased policyIQ in December of 2005. They investigated solutions offered by other vendors and chose policyIQ “because it is cost efficient, user friendly, has a sound reputation, and excellent customer service and local support.” Their team made a significant investment of time in the planning, training, testing, viewing of web-demonstrations, and learning as much as possible about the application’s functionality so that they could successfully and confidently configure policyIQ to meet their business and user needs. PSS is in their fourth year of Sarbanes Oxley compliance. In October of 2007, they implemented and rolled out policyIQ for their compliance efforts and have received outstanding feedback from their users.

Then and Now

The PSS team, like many other organizations, wrestled with manual processes, the lack of a reliable audit trail and insufficient or delayed communication prior to their implementation of policyIQ. With this implementation, PSS has experienced many efficiency gains. Among the features that they noted as contributors to their efficiency gains were: the ability to make mass changes across several pages of content at once, centralization of content for improved accessibility and electronic maintenance of content allowing instant access to the most up to date information.

Automated Self-Assessment

Perhaps the most notable gains were realized in their Self-Assessment Certification Process. Previously, they compiled certification letters and documentation in physical binders and manually managed the process of sending and receiving necessary information to 35 process areas and

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approximately 100 people each quarter. With policyIQ, each process owner and control owner now receives email notifications and reminders every time Self-Assessment is due; thereby reducing time spent exchanging department emails. Additionally, their Risk-Control Matrices and Process Flows are now reviewed electronically in policyIQ instead of printing hard copies each quarter.

Real-time Tracking

“Our prior process did not provide real-time global tracking of testing efforts done by Control Owners, Process Owners, and Independent Testing,” Ms. Hamilton recalled. They previously captured risks, controls and test plans in numerous Excel files for each process and quarter and struggled to learn information about progress until the testing was complete. Ms. Hamilton noted, “There was no way to track individual progress in a process area at a point in time, review status, or track areas that were incomplete or completed electronically.”

Rather than tracking down documentation in binders, they now capture test documentation electronically in policyIQ. Entity-wide global reporting on controls, changes, deletes, and updates is now done at the click of a button. They are now able to track, in real time, the testing status for each of their Process Owners, Control Owners, and across all independent testing.

Security and Sustainability

Diane Hamilton also noted that the version and change histories provide a great audit trail of activity. PSS is also taking advantage of Page Restrictions to ensure that Users only see the documentation that they are responsible for, which reduces confusion and prevents unauthorized individuals from manipulating the data. They have also taken steps to promote sustainability of their work by documenting their procedures within this centralized location and format.

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