



CUSTOMER STORY

**How A.M.G. Medical Ships
99% of Orders Within 48 Hours
With 10% Less Inventory**



OVERVIEW

A.M.G. Medical's customer model has changed as hospitals, other care sites and patients increasingly expect direct, just-in-time (JIT) fulfillment. A cloud-based operational and data foundation now helps the company support those expectations with faster fulfillment and less inventory on hand.

"The reliability of Tecsys' cloud applications was a key element in our decision. Taking a real-world example, we had a power outage a few months ago and lost access to our servers — but we still had access to Tecsys. That's huge."

Janick Coulombe

Vice President of Finance and Administration, A.M.G. Medical

CUSTOMER

A.M.G. Medical Inc.

INDUSTRY

Home healthcare and medical professional products manufacturing and distribution

LOCATION

Montreal, Canada, with a U.S. distribution center in Chazy, New York

SCOPE

More than 2,500 products across 10 healthcare categories, serving a 12,000-customer network

TECSYS SOLUTIONS

Tecsys Elite™, including Tecsys WMS

ANALYTICS PARTNER

KPI Digital

The vision

A.M.G. Medical's fulfillment model has grown more demanding. Direct orders to hospitals and patients leave less room for delay than the wholesale relationships the company built its business on.

"We have been evolving from on-the-ground B2B to a hybrid online B2B model with integrated e-commerce. In the past, we worked mainly with wholesalers that would ship products to end user hospitals and other care sites. Now we are fulfilling orders directly from hospitals and patients in their homes. With these just-in-time (JIT) inventory customers, it has become increasingly important that we fulfill and deliver orders as fast as possible with no hiccups and no headaches."

Jonathan Dankner

Vice President of Operations, A.M.G. Medical

That demand creates a difficult inventory equation. Approximately 90% of the products A.M.G. Medical sells have lead times of three to four months. The company needs to maintain visibility upstream to suppliers and downstream to customers, distinguish recurring contract demand from one-time spikes and fulfill orders quickly without simply carrying more stock.

Why Tecsys

A.M.G. Medical's partnership with Tecsys spans more than a decade, giving the two organizations a long history of adapting the technology around changing operational needs. Integrated warehouse and supply chain capabilities also give A.M.G. Medical one technology relationship across core logistics processes rather than a collection of disconnected systems and vendors. KPI Digital brings additional data and analytics expertise, along with an understanding of A.M.G. Medical's business and experience in similar technology environments. Together, those capabilities gave A.M.G. Medical a path to build on its existing technology foundation rather than replace it as its fulfillment model became more demanding.

"Tecsys is the foundation of our digital transformation, integrating with all the different software we have in place and serving as the source of truth for our data. Integration is critical to end-to-end process automation, from the time an order is placed to when it is shipped to the customer."

Janick Coulombe

Vice President of Finance and Administration, A.M.G. Medical

The solution

A.M.G. Medical first established its Tecsys environment in 2010, using ERP capabilities and Tecsys WMS as the operational backbone for logistics. More recently, the company moved those capabilities from on-premises infrastructure into a cloud-based Elite environment. The SaaS model reduced A.M.G. Medical's dependence on local hardware and gave the company access to new software capabilities as they became available, rather than requiring its own IT team to install upgrades on-site.

At the same time, KPI Digital expanded the data available for analysis by integrating customer, sales, purchased third-party and financial data with A.M.G. Medical's core operational data. That broader data foundation supports reporting and analytics across the business. Demand forecasting has become an important focus, using data on customer requirements, inventory and supplier lead times to better understand what products customers will need, in what quantities and where; A.M.G. Medical describes its demand-forecasting AI models as its most successful AI application to date.

A.M.G. Medical has also integrated a multichannel Shopify platform with its Tecsys environment as it expands online and direct fulfillment.

The results

- **Faster fulfillment**

A.M.G. Medical now ships 99% of orders within 48 hours of receipt, including 90% within 24 hours. Those service levels support customers operating with JIT inventory models, where rapid replenishment matters more than ever.

- **Less inventory**

A.M.G. Medical has reduced inventory by 10%, freeing up capital and eliminating waste while continuing to meet demanding fulfillment requirements.

- **Lower administrative workload**

Rebate validation workload has fallen 75%, cutting the manual effort required for an important financial process.

- **More value from operational data**

A.M.G. Medical also uses its data and reporting to flag issues and opportunities for customers and suppliers who might not have the time or resources to uncover them on their own, building trust that extends beyond A.M.G. Medical's own operations.

Looking ahead

A.M.G. Medical is still in the early stages of applying AI across its operation. Demand forecasting has produced its most successful models so far, and the company sees potential for additional applications as its data and analytics capabilities continue to develop.

About Tecsys

Tecsys is trusted by mission-critical organizations in healthcare and distribution to power resilient, efficient and secure supply chains. A global provider of cloud-based, AI-driven software with deep domain expertise, Tecsys delivers real-time operational visibility and execution across critical workflows when performance and reliability matter most. Tecsys is publicly traded on the Toronto Stock Exchange (TSX: TCS).



www.tecsys.com

info@tecsys.com

Phone: 514-866-0001

Toll Free: 1-800-922-8649

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