

BUSINESS CENTRAL
INSIGHTS



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OPED Transforms Business Reporting and Customer Satisfaction with Business Central Insights

As OPED sought to streamline its business operations and obtain real-time reporting across its multiple companies, it turned to Business Central Insights (BCI) to overcome reporting challenges related to data integration, reporting accuracy, and manual inefficiencies from their existing use of Microsoft Business Central.

By implementing BCI, OPED achieved significant improvements in operational and financial reporting, allowing them to make quicker, more informed decisions and enhance business efficiency across departments. In addition to significant productivity and cost benefits, OPED was able to improve customer experience via faster, more reliable and timely product distribution.

 **2 Weeks**

**Manual reporting time saved
per month**

 **6 Countries**

**Global operations consolidated
into a single view**

 **Real-time**

**Financial and operational
reporting**

Company Background:

OPED was founded in 1992 and specializes in the development, production, and distribution of innovative medical products designed to aid in the rehabilitation of patients. Their offerings include a range of orthopaedic solutions, focusing on post-surgical care, injury recovery, and long-term patient care.


30 years later, OPED operates in 6 countries across the globe and continues to benefit patients and practitioners alike with their state-of-the-art, modern orthoses. Today, OPED is focused on using data and analytics to enhance operational efficiency and data visibility across its businesses to support healthcare providers in ensuring timely delivery of medical equipment, enhancing patient mobility and recovery outcomes.

Business and Technical Challenges:


Before adopting BCI, OPED faced significant challenges in managing data across multiple entities, which was time consuming and made it difficult to get a complete view of the business. The reliance on Excel meant OPED had no real-time reporting, led to manual errors and consumed substantial time each month.

With Business Central standard reporting we were dealing with duplicate data, inconsistencies, and inefficiencies in our reporting process. Combining data from multiple companies was a time consuming challenge, and the manual reporting methods were prone to errors. This made it difficult for management to get accurate and timely insights into financial and operational performance.

Jacob Liang, ERP System Transformation Analyst at OPED



We needed a reporting app that could integrate our operations and provide real-time insights. Our sales team needed up-to-the-minute sales figures, and our warehouse team needed visibility into stock and order fulfilment so they can chase vendors promptly if there is a problem. Failure to do so means our customers will not get products on time and made it very difficult to commit to a specific delivery day, ultimately leading to a poor customer experience.



Danny Wang

ERP Project Manager at OPED Australia

The Solution & Benefits

Time & Resource Savings

"Two people used to spend the first week of each month preparing financial reports, but now with BCI, we have real-time financial reports for P&L and balance available at our fingertips," said Wang.

Consolidated Reporting

OPED's finance team now has a single consolidated view across multiple companies, improving management's ability to make timely data driven decisions.

Improved Accuracy

By reducing the need for manual work in preparing reports, especially Excel-driven ones, OPED has seen a reduction in errors and greater consistency in its financial reporting.

Increased Transparency

With BCI, OPED's management team has full visibility into financial and operational performance. This level of transparency has helped align management strategies and ensure smoother operations.

Timely Decision-Making

OPED's sales, warehouse, and management teams now have access to real-time reporting, enabling faster decision-making and improving day-to-day operations.

Improved Customer Satisfaction

Most importantly with BCI, OPED can now commit to a specific delivery day for their customers, decrease delivery times and increase the reliability of delivery.



Thanks to BCI, people in the business have realized how easy it is to use, create ad hoc reports, share insights and that they can rely on the data. This has increased user adoption and helped promote more people to make data driven decisions internally.

The Future

Looking ahead, OPED plans to leverage BCI's advanced features, including forecasting capabilities and KPI tracking for its sales and finance teams. The company also aims to expand BCI's use to additional business units as it continues to grow and consolidate more companies.



We're excited to continue working with Business Central Insights and grateful for the extremely professional and responsive service and partnership. As our business grows, we expect BCI to play an even greater role in helping us manage our operations more effectively.

Danny Wang, ERP Project Manager at OPED Australia