

Providing a One-Stop Shop in Costa Rica

A large biomedical company approached us about building a world-class manufacturing facility in Costa Rica's Free Trade Zone. Their goal was to deliver highly specialized medical devices that adhere to the most rigorous quality standards to save lives globally.



Challenge

They needed a partner that could provide a one-stop-shop experience with a comprehensive product catalog at competitive prices while offering customized services.

Solution

The Global Solutions team worked with them to:

- Establish a direct presence with commercial, logistics, and financial capabilities
- Determine supply needs
- Build a distribution center with vendor managed inventory (VMI) to:
 - Ensure continuity of supply
 - Prevent stockouts from consumption peaks
 - Mitigate supply chain disruptions
- Achieve ISO 9000 certification

Results

The customer was able to continue manufacturing operations uninterrupted, despite global shortages of key supplies, due to the VMI program with local inventory. We replicated their global contract locally at competitive prices and provided tailored solutions through our dedicated field sales organization.