



# Arjo/ReNu Medical Reprocessing

## Customer Success Story with Softengine and SAP Business One

### Executive Summary

Arjo's ReNu Medical Reprocessing division in Everett, Washington, faced significant operational challenges, relying initially on manual Excel-based processes and a previously underperforming ERP system. When Joe Ridge joined as Senior Director of Operations and General Manager, he quickly identified critical gaps in both system configuration and data integrity that limited operational visibility and efficiency.

Softengine partnered with Arjo to execute a fundamental reset of the SAP B1 deployment, treating Arjo as a new customer, applying deep operational insight, and guiding the company through data remediation and system relearning—all without interrupting ongoing business. This collaboration delivered real-time operational clarity, expanded ERP adoption, and improved data accuracy, positioning ReNu for scalable growth and operational excellence.

### About Arjo and the ReNu Division

Arjo is a globally recognized medical technology leader headquartered in Sweden, specializing in products and services that improve patient care and mobility. The ReNu Medical Reprocessing division, located near Seattle in Everett, WA, focuses on the critical task of refurbishing and extending the lifecycle of durable medical equipment used in healthcare, a process vital for cost savings and environmental sustainability in the healthcare supply chain.

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## Operational Challenges and Initial ERP Hurdles

ReNu's startup phase saw operations managed primarily through Excel spreadsheets—a common, if temporary, approach to managing complex workflows at scale. Earlier efforts to modernize by implementing SAP Business One as an ERP solution, however, had faltered.

When Joe Ridge joined, the prevailing sentiment was blunt: *“Get rid of B1. It's not working for us.”*

Having a professional background in SAP, Joe's assessment revealed deeper issues:

- The SAP Business One system was misaligned with ReNu's operational needs due to flawed system configuration.
- Critical master data, especially item master data, was *“woefully inadequate”*, preventing SAP B1 from supporting core functions accurately.
- The ReNu team lacked a clear understanding of the system's capabilities and did not know *“the right questions to ask,”* revealing a fundamental gap between technology and business processes.

These insights underscored the necessity of a strategic reset, not simply technical adjustments but a comprehensive re-engagement with the software's potential and business applicability.

## The Softengine Partnership: A Bold Reset and Expertise-Driven Collaboration

Recognizing that the path forward required starting anew, Joe led a decisive meeting with Softengine, framing their relationship as if they were a new customer:

*“We set up a meeting... saying, ‘OK, guys, we're stripping this back. Consider us a new customer and a new company. What will this tool do for us?’”*

Softengine responded by bringing in a team member with knowledge of operational workflows similar to ReNu's, a person who, while not previously familiar with ReNu specifically, understood the nuances of medical equipment reprocessing and the demands such environments place on ERP systems.

This team member played a critical role in bridging the gap between system capabilities and business realities:

- Softengine identified *“the key attributes you have to have: data for this whole thing to work,”* focusing on remediating ReNu's item master data and other foundational inputs.
- The Softengine team demonstrated *“the sets of commands you use,”* revealing how SAP B1 functionality could effectively support day-to-day processes.
- Softengine enabled ReNu's team to move beyond *“surfing around the system”* in search of answers, fostering confident and expanded ERP utilization.

*“Softengine was instrumental in saying, OK, these are the sets of commands you use...which allowed us to really extend our usage of the ERP system as well as accuracy and...we knew our position day-to-day, minute to minute if you will, like in terms of what needs to go out, what needs to come in and all of that sort.”*

**- Joe Ridge, Senior Director of Operations and General Manager, Arjo/ReNu Medical**

# Seamless Transformation Without Business Disruption

Perhaps most impressive was the ability to execute this comprehensive ERP reset and data remediation while maintaining uninterrupted operations. This approach preserved critical workflows and order fulfillment, avoiding costly downtime or operational risk—a testament to careful planning and Softengine’s understanding of practical business realities.

## Results and Quantifiable Business Success

The collaboration between Arjo’s ReNu division and Softengine yielded substantial and measurable benefits, transforming operational capacity and positioning the business for future growth.

## Real-Time Operational Visibility

Before the partnership, ReNu lacked clarity on daily and minute-to-minute inventory status and order flow. After Softengine’s intervention and the re-implementation of SAP Business One, ReNu achieved advanced visibility and insight into all things inventory management and movement.

This enhanced visibility enabled better planning, reduced delays, and minimized the risk of misplaced or untracked equipment, directly supporting customer service levels and operational efficiency.

## Data Integrity & System Accuracy

Softengine’s focus on rebuilding and cleansing the item master data was foundational. Joe noted the initial condition of the data as “woefully inadequate,” but with Softengine’s guidance:

- The team understood which key attributes must be captured to ensure the ERP system functioned properly.

- The resulting data accuracy improved inventory tracking, process automation, and financial reconciliation.

This improvement led to tangible operational confidence: reporting was more reliable, decisions were data-driven, and error rates shrank, allowing ReNu to scale without risking compliance or customer trust.

## Expanded ERP Adoption and User Confidence

Through hands-on guidance and practical education on SAP B1’s functionalities, Softengine enabled ReNu’s staff:

- To shift from a tentative stance, “surfing the system,” to fully leveraging ERP features
- To increase end-user engagement and reliance on SAP B1 as a business-critical tool
- To reduce dependence on manual workarounds, speeding up workflows and decreasing costly human error.

## Business Continuity and Scalability

Executing a thorough ERP overhaul while maintaining daily operations was a vital success factor. As Joe succinctly stated:

“We stripped it back and kind of started it over without stopping the business. We kept going.”



## Conclusion

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Arjo's ReNu Medical Reprocessing division's partnership with Softengine and SAP Business One exemplifies how the right implementation partner can unlock the full potential of an ERP system and drive measurable business transformation.

Through a holistic reset focused on data integrity, operational expertise, and user adoption, executed without halting business, the Softengine team transformed SAP Business One from a liability into a critical driver of clarity, accuracy, and growth for Arjo/ReNu!

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