



**COOPERATIVE HUMAN TISSUE NETWORK, EASTERN DIVISION**  
INCREASING EFFICIENCY AND ACCURACY WITH SAP® BUSINESS ONE

“SAP Business One enabled us to become leaner in our operations while increasing our efficiency, and that’s priceless.”

**Diane McGarvey**, Director, Cooperative Human Tissue Network, Eastern Division

**QUICK FACTS**

**Company**

- Name: Cooperative Human Tissue Network, Eastern Division
- Location: Philadelphia
- Industry: Higher education and research
- Products and services: Collection, pathologic review, and distribution of human tissue biosamples for scientific research
- Employees: 18
- Web site: [www.chtneast.org](http://www.chtneast.org)
- Implementation partner: Domain Technology Group Inc.

**Challenges and Opportunities**

- Improve ability to provide high-quality, well-characterized human tissue biosamples to research community
- Simplify access to accounting and reporting information
- Enhance accuracy of financial data
- Increase financial visibility to support effective decision making

**Objectives**

- Replace failing legacy accounting software with comprehensive, flexible, scalable business solution
- Deploy intuitive reporting functionality
- Minimize IT maintenance effort
- Reduce need for user training
- Integrate financials software with homegrown science database

**SAP® Solutions and Services**

SAP® Business One application (version 8.8)

**Implementation Highlights**

- Deployed software on time, in just 3 months, and within budget
- Received support from experienced partner, Domain Technology Group Inc.
- Quickly developed custom reports
- Integrated financial software with homegrown science database

**Why SAP**

- Rich functionality of accounting software
- Intuitive software featuring short learning curve
- Strong, flexible reporting functionality through integration with SAP Crystal Reports® software
- Stable, reliable software and established success of SAP solutions
- Strong integration tools
- Recommendation of partner

**Benefits**

- Enhanced ability to perform invoicing and accounts receivable tasks
- Increased accuracy of financial information
- Eliminated software downtime
- Saved equivalent of 0.5 personnel positions through enhanced efficiency
- Simplified users’ ability to access information
- Minimized user training requirements
- Streamlined integration with homegrown science database

**Existing Environment**

SAP Crystal Reports software

The Cooperative Human Tissue Network (CHTN) provides high-quality, well-characterized human biospecimens to cancer researchers. In Philadelphia, the eastern division of CHTN needed to replace an outdated, unreliable accounting package with a new financial and reporting solution.

By deploying the SAP® Business One application, the organization realized new efficiencies, improved data accuracy, and increased system availability. “From a cost-benefit perspective, SAP Business One was clearly an excellent decision,” says director Diane McGarvey.

### Fighting Cancer Through Research

Researchers who need access to human cancer tissues for scientific study can turn to CHTN. Initiated by the Cancer Diagnosis Program of the National Cancer Institute in 1987, CHTN is a group of six academic institutions located across the United States. These organizations work together to collect and distribute human biospecimens, which are used to facilitate research and accelerate the advancement of discoveries in cancer diagnosis and treatment.

Funded by the National Cancer Institute, CHTN has provided more than 860,000 specimens from malignant, benign, diseased, and normal tissue to over 2,700 investigators throughout North America. Researchers can submit their application for biosamples to CHTN divisions. The divisions then use the large network of resources to find the right match for the investigator’s needs.

### Supporting the Mission

The eastern division of CHTN provides biospecimens retrieved from routine surgical resections and autopsies to researchers working in the many biomedical fields, including cancer, autoimmune diseases, degenerative diseases, and so on. In order to support these investigators, the organization must enable efficient access to the biorepository network. It also strives to streamline the tissue procurement process, from procurement, histopathologic review, and chain of custody to distribution of samples.

Located at the University of Pennsylvania, the eastern division of CHTN struggled to manage its financial and reporting tasks with an outdated, highly customized accounting package from The Sage Group plc.

“When we first purchased the software, we acquired only the few modules that we needed,” explains McGarvey. “As we grew, we were limited by what we had purchased. We had outgrown the features, and the software created errors in our data. Accounting personnel had to double-check each entry to ensure accuracy. The system would often go

down for several days at a time, corrupting the data and forcing the accounting staff to revert to manual processes. Once our IT partner got the software running again, we would manually rekey all of the data. We always felt like we were chasing our tail.”

### Readying for Growth

To meet its objectives, CHTN needed to replace the failing system with a comprehensive, scalable accounting and reporting solution. “Modular software wasn’t an option for us,” says McGarvey. “We wanted to get everything we needed in one complete system so we’d have no surprises later on. It had to be scalable so the software could grow with us and be functional for five to seven years.”

The organization also needed software that could efficiently handle common invoicing and accounts receivable processes. “To be responsible to our funding agency, we need to know our financial status at all times,” says McGarvey. “Being able to show what has been billed, how much is owed, what has been received, and which items have shipped is essential to fulfilling our mission.”



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Powerful reporting functionality was another must-have. The organization had positive experiences using SAP Crystal Reports® software. “We wanted software that would make it easy to get new reports without too many steps or a lengthy user learning curve,” says McGarvey. “And we didn’t want something that needed extensive customization.”

With limited internal IT resources, CHTN also needed software that required minimal IT support. Intuitive functionality that supported efficient information processing was equally important. Finally, the organization needed a business solution that could be integrated with its home-grown science database and application suite, Science Server.

“Not only did we want a package that wouldn’t limit us, but we also needed software that would be easy to use,” McGarvey states. “We should be able

Kramer, president of Domain, helped CHTN whittle its software choices down to two products.

McGarvey and her team assessed each solution based on its functional richness as well as ease of use. When the reviewers compared the difficulty of performing common tasks, such as printing a report or adding a new user to the system, SAP Business One emerged as the clear winner.

“Our choice was also based on the recommendation of our consultant,” says McGarvey. “Kramer was very comfortable with SAP Business One, and we wanted to choose a product he could support easily.”

### Realizing Quick Time to Value

Domain implemented the software in just three months – on time and within

in the future. The new efficiencies, the fact that we needed no modifications, and the quick time to become operational were values that made SAP Business One the right decision for us.”

Domain trained several CHTN users, who quickly became comfortable using SAP Business One. “Normally, new software is a bottleneck, at least early on,” McGarvey says. “With the SAP software, we quickly got up and running, and our processes are straightforward and efficient.”

### Drilling Down to New Understanding

The organization uses SAP Business One to manage its accounting processes, including invoicing, billing, credit checks, accounts receivable, and aging. A single staff member handles all of the accounting tasks, thanks to the software’s intuitive interface.

Domain developed a few custom reports for CHTN. “Thanks to the tight integration between SAP Business One version 8.8 and SAP Crystal Reports, the reports are elegant,” says Kramer. “Users can drill down to underlying transactions, so they can see the details that make up the summary-level totals. It’s common to have this feature on forms, but having a drill-down feature on reports really makes them come alive.”

CHTN is also using many of the software’s standard reports. “Our job is to preserve biosamples, not to create reports,” says McGarvey. “When you

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to create a report without help from the accounting department, and we didn’t want to call IT just to keep the software running.”

### Choosing Excellence

For help selecting the new software, CHTN turned to its trusted IT adviser, Domain Technology Group Inc. David

the expected budget. Integration with the Science Server software also proceeded smoothly.

“For a small organization like ours, this was a big investment,” says McGarvey. “But I wanted to buy the right system once, instead of spending less money up front and having to buy new modules or pay for upgrades or custom development

have a small staff and a lot of work, being able to get exactly what you need at your fingertips is a real advantage. And if we discover a new need, I know that Domain can meet it using the SAP software."

### Achieving New Efficiencies

CHTN realized dramatic benefits from the deployment of SAP Business One, including enhanced reliability and accuracy. "There's been no downtime," says McGarvey. "When we enter information, our documents contain only the data that we put into the system."

Invoicing and tracking of accounts receivable are faster, and information searches are intuitive even for nondedicated users of the software. With the legacy software, the staff had to double-check each data entry against a sales order to ensure accuracy. Now that this is no longer necessary, CHTN has realized

new personnel efficiencies. "One person now handles all of the accounting responsibilities that used to require 1.5 staff members," says McGarvey. "That's a savings of at least 0.5 positions, which is fabulous."

Looking ahead, CHTN will continue expanding its use of the SAP software to improve its support for the research community. The organization plans to offer new customer payment options, such as credit cards, and enrich the integration functionality with the Science Server software.

For now, though, the organization is very pleased with its financial and reporting software. "SAP Business One enabled us to become leaner in our operations while increasing our efficiency, and that's priceless," McGarvey says. "I'm thrilled to say that we got exactly what we wanted with SAP Business One."



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