



## case study

# Compex Technologies, Inc.

## UPS Mail Innovations Delivers Pain-Free for Compex Technologies, Inc.

### What is Compex Technologies, Inc.?

Since 1972, Compex® Technologies, Inc. has grown into a global leader in products for consumer, sports training, clinical, sports medicine, and home health use. Compex's pain management and rehabilitation products have helped thousands of people recover and have healthier and more active lifestyles.

As more and more healthcare companies and practitioners are turning to alternative pain management methods, such as electrotherapy for rehabilitation, Compex Technologies now part of Encore Medical Corp., continues to introduce innovative products to keep up with strong demand.

### What does Compex ship?

Through its Rehabicare™ business unit, the company develops products to rehabilitate muscle and soft tissue, reducing the pain and swelling, increasing blood circulation and range of motion and controlling muscle spasms. The products include devices for those suffering chronic pain from an injury or surgery, and muscle stimulators to help athletes improve muscle performance.

### What UPS services does Compex use?

Compex turned to UPS Mail Innovations<sup>SM</sup> to ship accessories weighing less than a pound, such as new electrodes, batteries, lead wires, and electrode gels. In addition, Compex uses UPS ground and air services to ship the devices weighing more than a pound. In all, Compex ships about 1,200 packages each day through UPS.

UPS Mail Innovations has helped Compex save about \$150,000 each year through its fully automated processing centers and integrated ground and air network to speed the transit and processing of Compex's mailings. Delivery times through UPS Mail Logic® by UPS Mail Innovations are comparable to domestic first-class and international priority mail delivery, at savings of up to 20%.

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### THE CHALLENGE

Enhance efficiencies and reduce cost in the processing of outbound lightweight product mailings.

### THE SOLUTION

UPS Mail Logic for Lightweight Product helps expedite the mailings through fully automated processing centers and integrated ground and air network to speed the transit and processing of Compex's mailings.





“Our first priority at Compex is customer satisfaction, and one way we achieve that satisfaction is by getting our products into the hands of our customers in a safe and timely manner. UPS Mail Innovations makes sure that our products are shipped on time and customers get what they need, when they need it,” said Bruce Brown, director of operations at Compex.

For domestic mailings the strengths of both UPS and the U.S. Postal Service® are leveraged to expedite movement of qualified mail products. UPS Mail Innovations picks up, processes, sorts, encodes, and prepares mail for induction within 24 to 48 hours – with final delivery by the U.S. Postal Service.

Beyond cost savings, UPS Mail Innovations can provide Compex with a report that shows daily activity of delivery confirmations. In addition this helps Compex supply their customers, such as hospital workers and clinicians, the ability to immediately replenish inventory when product decreases. A replenish report is automatically generated and triggers an order for more product to be delivered to the hospital or clinic.

In addition, Compex takes advantage of the UPS Authorized Return Service (ARS) that is ideal for returning products of similar size, weight, or value. Compex customers can rent these devices and then simply return them once they have no further need. Customers can apply the label that was included in the outbound shipment to the package to be returned.

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