

amazon business

Smart Business Buying for Healthcare Organizations

A guide to help healthcare buyers buy smarter, so they can achieve their purchasing goals.



Where and how you buy matters—to your patients, employees, and community. Every purchasing decision impacts the quality of care you can provide, determines your fiscal responsibility, and influences your efficiency in a world of limited resources.

Traditional purchasing methods lack the transparency, flexibility, and automation while still maintaining the necessary controls required by today's buyers. That's where **Smart Business Buying** from Amazon Business comes in.

Whether you're looking for a primary supplier, support with urgent spot buys, or an avenue for responsible

purchasing, Smart Business Buying has what you need. The digital purchasing solution provides capabilities similar to the ones you enjoy when shopping in your personal life, making the buying process **more intuitive and convenient**.

With Smart Business Buying, your workforce spends less time sourcing and buying supplies with built-in tools to maintain spend controls so you can focus on **what matters most – patient care**.

As you consider transforming your buying methods, start by evaluating your organization's current purchasing-related challenges and whether Smart Business Buying can help.

Your Personal Purchasing Checklist

From purchasing last-minute miscellaneous items to ordering core operational necessities like personal protective equipment in bulk, **buying needs across the healthcare sector are diverse**. Use this checklist to determine whether the following commonly experienced industry challenges hamstring your institution:



Do you lack control over and visibility into non-contract spend?

Your organization needs certain supplies that could be outside of a negotiated agreement. With hundreds of buyers making fragmented purchases, it's easy to lose track of essential information, skip steps in the purchasing authorization process, or miss opportunities to consolidate spend (especially for supplies purchased in bulk).



Do manual tasks result in lost efficiencies?

Manual processes—like tracking down stakeholders for purchase approvals and searching for frequently purchased products—take more time than they should. While these tasks are essential, they **draw your employees away from their core responsibilities and strategic tasks**. Additionally, these processes can be difficult to automate while still maintaining controls.



Do you miss opportunities to cut costs?

With thin operating margins, saving costs is a key priority. However, with multiple buyers across your organization, you might end up **paying tax on items you shouldn't** or unintentionally order expensive items when more cost-effective options exist.



Do you struggle to overcome disruptions and improve supply resiliency?

With **supply chain disruptions** up 46% year-over-year, agility has become crucial to maintaining operations. You're forced to find new suppliers (often on short notice). Determining whether the new supplies **meet your organization's needs**—and comparing them against competing goods—is challenging and costly via traditional offline buying methods. Without existing relationships with alternative suppliers, the challenge grows even larger.



Four Opportunities With Smart Business Buying

If you answered “Yes” to the checklist, Smart Business Buying might be the solution. Here are a few ways Amazon Business supports healthcare organizations, helping you buy smarter and dream bigger:



01 | Automate to control and channel spend

Smart Business Buying uses automation, helping reduce time spent on administrative tasks so you can better prioritize strategic initiatives. Features like [Approval Workflows](#) and [Reorder Lists](#) streamline purchase approvals and help employees easily find frequently purchased products. With a familiar and intuitive purchasing system, you can also boost employee productivity and satisfaction.

03 | Make the most out of limited budgets

With [Guided Buying](#)—a Business Prime feature—you can better manage employee spending by directing buyers to products that are within your price range or contribute to ESG goals.

Eligible organizations can enroll in [Amazon’s Tax Exemption Program](#), which allows you to set tax-exempt buying permissions across the organization. This service helps ensure **eligible purchases made by approved buyers are automatically tax-exempt.**

02 | Drive decisions with analytics

Because Smart Business Buying happens online and within a single system, **all purchases are automatically tracked**—eliminating the need to track down order invoices and shipping information.

[Real-time reporting and analytics](#) give you improved visibility into spend, so you can:

- Identify patterns in spending
- Stay within budget parameters
- Reinforce purchasing best practices
- Make compliant, data-driven decisions

04 | Optimize the purchasing process

Smart Business Buying mimics the experience provided in online retail shopping by offering a wide range of products, detailed descriptions, and access to prices and reviews for each product and seller. The intuitive shopping experience makes it easier to find and compare products that **meet the needs of your staff and patients.**

“Across sources of supply, we’ve found Amazon Business to have quicker turnaround from order to deliver, often with enhanced cost savings vs. traditional channels. **Amazon Business has become an important part of our overall supply chain strategy.**”

Josh Compton
Supply Chain Purchasing Manager, UMC Health System



“We’re actively working with Amazon Business to help us **gather statistics that will further improve our purchasing.** If we can get the data to show what Always Best Care franchises have done or brands they are using, then we can unlock even more benefits.”

Sheila Davis
Senior Vice President of Area Operations, Always Best Care



*This illustration is not a direct representation of Amazon Business.

Your Partner for Smart Business Buying

Smart Business Buying by Amazon Business combines the selection, convenience, and value you expect from Amazon, with **features that streamline and support** healthcare operations.

Amazon Business serves 92 of the 100 largest U.S. hospital systems.

In the U.S., the top 10 children's hospitals, and 9 of the top 10 senior living corporations also use Smart Business Buying.

Transform your purchasing with Amazon Business

Learn more about how Smart Business Buying at Amazon Business helps the **healthcare** sector. Contact an Amazon Business Customer Advisor today.

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