



Cubro connecting care with vWork

Cubro was looking for a system to manage complex scheduling requirements across its healthcare manufacturing and equipment business. Previously, the company relied on a fragmented mix of emails and spreadsheets to coordinate deliveries, service calls, and project installations.

Challenge

Cubro needed a centralized platform to manage a range of bookings involving sales representatives, therapists, and large medical equipment. With various departments (including delivery, service, and project teams) operating independently, its scheduling processes were becoming increasingly complex and hard to manage.

Solution

Cubro implemented vWork to automate job creation and provide a unified scheduling platform. A critical component was the integration between vWork and Cubro's Enterprise Resource Planning (ERP) system, using the vWork API. The company also utilized specialized templates for its market segments, such as hospital, community, and aged care - managing a range of different delivery types for each.

Outcome

The move to vWork provided Cubro with a structured system that replaced manual processes. The API integration allowed for automated job creation directly from its ERP, while custom templates ensured specific market needs were met for deliveries, collections, and equipment trials.

“vWork gave us a system that enabled us to automate and manage the full range of jobs that need to be created for equipment delivery, management and return.”

**CUBRO INFOR SYSTEM ADMINISTRATOR,
JHOMIE GALMAN**

Cubro operates in the healthcare manufacturing and equipment sector, providing essential tools for hospitals, rest homes, and individual patients. One of its most complex requirements is coordinating the delivery and management of large pieces of equipment across a wide range of applications including trials, maintenance, and returns.

Building a better booking process

Before adopting vWork, these schedules were managed through internal processes that lacked central visibility. “We have our community team market handling their schedules. We have our delivery team handling their schedules internally... it was really difficult to coordinate,” explains Jhomie Galman, Cubro’s Infor System Administrator.

The company needed a solution that could handle these multi-layered bookings while also serving the needs of its internal delivery, service, and project teams. After sourcing various options, Cubro found that vWork was the most helpful system to achieve its goals.

Integrating for efficiency

For Jhomie, the technical flexibility of vWork was a significant advantage. He led the integration between vWork and Cubro’s ERP. This integration ensures that once an order is confirmed in the ERP, jobs are automatically created in vWork via API.

“I really like the vWork API,” says Jhomie. “I think it’s really well built and it was really easy to use”. He credits much of this ease to the quality of the support materials available: “vWork’s documentation is really good and in deploying the API it really helped me a lot”.

This automated sync allows the internal sales team to handle updates and changes directly within vWork. Whether it is updating a delivery address or adding notes to custom fields, the information remains accurate without requiring constant manual updates in the ERP.

A template for every market

To manage its diverse service offerings, Cubro utilizes a wide range of job templates within vWork. These templates are customized for different markets including hospital care, community care, and aged care. This was important as each market has unique ways of handling tasks and a range of different requirements.

Beyond standard sales deliveries, Cubro uses vWork for equipment collections and trial order management. For instance, if a client receives a chair on a trial basis and requires an adjustment or return, a collection job is automatically triggered via vWork for the internal delivery team.

By moving away from spreadsheets and into a dedicated, integrated system, Cubro has gained the visibility and automation needed to support its mission of delivering high-quality healthcare equipment.

“vWork was the most helpful system we found to handle our complex booking requirements. By automating job creation and syncing everything through the API, it gave us a centralized platform where all our teams are in sync - ensuring we can deliver the high-quality service and equipment our healthcare customers rely on.”

JHOMIE GALMAN, INFOR SYSTEM ADMINISTRATOR, CUBRO



VWORK IN NUMBERS

- 6,000+ Active users
- 5,00K+ Jobs per month
- 10 Countries