



CASE STUDY: SCANCO INTERNATIONAL

# Speed to Revenue: How Scanco Cut Catalog Updates from Days to 60 Minutes

Scanco International standardizes pricing, centralizes control, and eliminates spreadsheet chaos with servicePath™ CPQ.



**60m**

MAX UPDATE TIME



**20k+**

SKUS MANAGED



**6**

COUNTRIES



**100%**

PRICING CONTROL



## COMPANY PROFILE



### CLIENT

Scanco International



### HEADQUARTERS

San José, Costa Rica



### REGION

Central America & Caribbean



6 COUNTRIES INCL.  
GUATEMALA & DOMINICAN REP.



### INDUSTRY

Medical & Scientific  
Distribution



### KEY PARTNERS



FOSS



Mettler Toledo



Waters



Olympus

Scanco International is a premier medical and scientific equipment distributor with operations in six countries. As the business grew, manual processes couldn't keep pace with the demands of modern distribution.

### BEFORE

#### The Challenge

Historically, quotes were built in Excel. Managing extensive catalogs with over 20,000 SKUs from multiple premium global manufacturers became a critical bottleneck.

- Sales reps had uncontrolled access to pricing.
- Quotes ranged from simple 5-line items to complex 50-line configurations.
- Handling multiple currencies created risk and delay.
- Catalog updates took days to process manually.

### AFTER

#### The Solution & Impact

By standardizing on **servicePath™ CPQ**, Scanco transformed their operations, achieving enterprise agility and centralized control.

- Speed to Revenue:** Catalog update times cut from days to just 30–60 minutes.
- Total Control:** Secured 100% pricing control, eliminating unauthorized discounts.
- Professionalism:** Standardized professional quotes across all regions and salespeople.



# 20,000+

SKUs Managed Across Multiple Currencies


# The High Cost of Complexity

As Scanco scaled operations across six countries, Excel-based quoting became a significant liability. The combination of massive catalogs and manual processes created bottlenecks that threatened growth.



## High Complexity, High Risk

Managing massive catalogs from multiple manufacturers required various accessories and services. Quotes ranged from simple items to complex configurations across currencies.

 20,000+ Items

 50-Line Quotes



## Lack of Pricing Control

Decentralized spreadsheets gave sales reps total control over pricing. Without guardrails, unauthorized discounts were common, with no way to prevent inconsistent pricing.

 Unauthorized Discounts



## Inconsistent Presentation

Because each salesperson built their own quote layouts in Excel, there was no standardized format. Brand presentation varied significantly, causing the overall customer image to suffer.

 Brand Risk



## Error-Prone Processes

Reliance on manual spreadsheets amplified error risk. Manual calculations increased the likelihood of pricing mistakes, and supplier price changes required extensive manual updates.

 Manual Updates

*Before servicePath™, most quotes were created in Excel spreadsheets, which gave salespeople complete control over everything. But there was significant risk with that approach.*

**David Redondo** | Catalog Manager, Scanco

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# Enterprise Agility with servicePath™

Scanco selected servicePath™ CPQ to transform complexity into agility. The implementation journey established centralized control over pricing while empowering sales reps to work efficiently across six countries.



1

## Strategic Decision

PHASE 1

Selected servicePath™ CPQ based on two critical factors required for enterprise-wide adoption.

Native Dynamics CRM Integration

Ease of Use for Sales



2

## Collaborative Implementation

PHASE 2

Worked closely with the servicePath™ team to align the system with complex multi-division needs.

Multi-Region Alignment

Complex Workflow Mapping



3

## Operational Outcomes

PHASE 3

Achieved centralized governance and operational efficiency across the entire organization.

Centralized Pricing

Zero Spreadsheets

Standardized Quotes

*"The integration with our CRM—we use Dynamics—was an important factor... Additionally, the ease of use of the tool was critical. It's very user-friendly."*



**David Redondo**

Catalog Manager, Scanco International

# Daily Use Across Divisions

servicePath™ CPQ is now embedded in Scanco's daily operations, used consistently across different clients and divisions. The platform has become a constant part of their workflow, driving efficiency and standardization.



## A Tool Used Every Day

Consistent adoption across clients and divisions. The journey has been very consistent, becoming a constant part of their workflow for daily quoting and configuration tasks.



## Centralized Catalog Management

Direct management of 20,000+ items from multiple manufacturers. Complete supplier catalogs are uploaded via Excel, managing costs, targets, and sell prices alongside



## Multi-Currency Support

Accommodates international operations across six countries. Quotes can be generated in local currencies or U.S. dollars based on customer preference, with ongoing work to standardize pre-tax margin analysis.



## Analytics & Intelligence

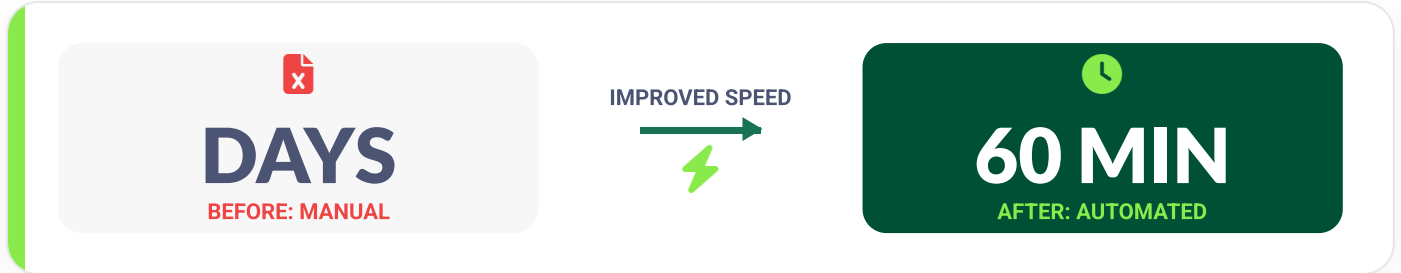
Building out advanced analytics capabilities. Deal dashboards track performance, analyzing margins, costs, and pricing effectiveness to drive better business decisions.

*"Reflecting changes in the system is straightforward. When a supplier announces a 5% price increase, it's not difficult to update the system. The process typically takes about half an hour to an hour."*

— DAVID REDONDO, CATALOG MANAGER

# Quantifiable Results

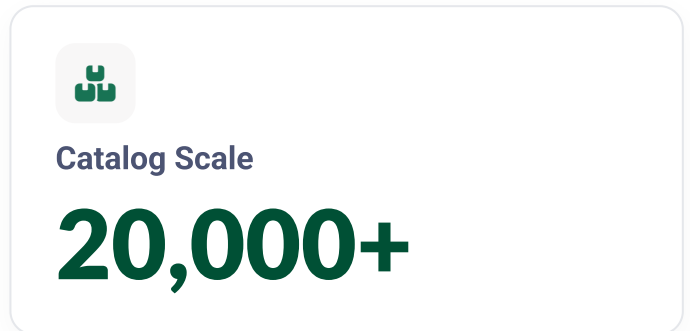
## OPERATIONAL TRANSFORMATION



## IMPLEMENTATION JOURNEY



## KEY PERFORMANCE METRICS



Scanco sees strong potential to expand their use of servicePath™ CPQ to support recurring revenue streams and enhance governance capabilities.



## Service Contracts Module

Scanco plans to leverage the platform to support recurring maintenance and spare-parts business, moving beyond one-time equipment sales.

- ✓ Eliminate repetitive manual quoting for renewals
- ✓ Manage ongoing customer relationships efficiently
- ✓ Automate spare parts ordering processes
- ✓ Track warranty expirations and renewal opportunities

*"This fits our needs perfectly. It will allow us to manage the entire lifecycle of our customer relationships."*

— David Redondo



## Approval Workflows

Evaluating workflows for stronger governance and systematic control over strategic pricing decisions.

- ✓ Manager approval for quotes over specific thresholds
- ✓ Automated triggers for deep discount requests
- ✓ Systematically enforce global pricing policies
- ✓ Protect margins on strategic products
- ✓ Audit trails for all approval decisions

*By implementing these advanced workflows, Scanco aims to further reduce risk while empowering sales teams with clear guidelines.*

# About the Companies



## Scanco International

Scanco International is a premier medical and scientific equipment distributor headquartered in San José, Costa Rica. With operations spanning six countries across Central America and the Caribbean, Scanco delivers complex equipment solutions and technical support services to laboratories, food industries, and mining sectors.

 **HQ:** San José, Costa Rica

 **Team:** ~50 Employees

 **Region:** Central America & Caribbean

 **Partners:** FOSS, Mettler Toledo


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## servicePath™

servicePath™ is the leading CPQ provider for the technology service provider and MSP industry. The servicePath™ CPQ+ SaaS platform streamlines the process of costing, pricing, configuring, selling, and renewing products. Customers on five continents use servicePath™ to drive quote-to-cash automation and deliver a great customer experience.

 **Focus:** Tech Service Providers & MSPs

 **Platform:** CPQ+ SaaS

 **Reach:** Global (5 Continents)

 **Goal:** Quote-to-Cash Automation

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