



United Allergy Services

# Transforming allergy care with GLOVIA® OM



**United Allergy Services (UAS) needed a robust data structure to manage their extensive inventory of allergy testing and immunotherapy supplies across remote locations. The [ancillary services provider](#) sought precise inventory tracking and automated processes to enhance patient safety and efficiency.**

## Challenge

UAS needed a robust data structure to manage their extensive inventory of allergy testing and immunotherapy supplies, including [allergy shots](#) and [allergy drops](#), across remote locations, ensuring patient safety and regulatory compliance.

## Solution

UAS implemented Fujitsu GLOVIA® OM, integrated with Salesforce, for precise inventory management and tracking, ensuring accurate supply levels and automated processes.

## Outcomes

- Improved operational efficiency and patient care
- Optimized patient safety with precise inventory tracking
- Automated reorder process allowed clinics to focus on patient care

**“The inventory management piece of it is extremely important for us because we track down to the lot detail.”**

Mary Ellen Ault, Senior Director of Technology Services, UAS

Industry:  
**Healthcare**

Location:  
**San Antonio, Texas**

Website:  
[unitedallergyservices.com](http://unitedallergyservices.com)

People:  
**270**

### About the customer

United Allergy Services is a leading provider of ancillary allergy testing and immunotherapy services, primarily serving primary care and ENT physicians. Founded in 2009, the company has grown to manage extensive inventory and logistics for allergy treatments across numerous remote locations. Their business strategy focuses on enhancing patient care through innovative solutions and efficient supply chain management.



**56**

different extracts  
used in allergy tests

### Navigating complex allergy management

United Allergy Services faced significant challenges in managing their extensive inventory of allergy testing and immunotherapy supplies across numerous remote locations. As Mary Ellen Ault, Senior Director of Technology Services, explained, "We needed a very detailed and robust data structure to manage the tracking of antigens and extracts used in allergy tests and treatments." The company required a solution that could handle the intricate logistics of supplying and tracking medical products to ensure patient safety and regulatory compliance.



**1,000**

clinics managed  
over 15 years

### Implementing GLOVIA® OM for streamlined operations

To address these challenges, United Allergy Services turned to Fujitsu GLOVIA® OM, a solution seamlessly integrated with their existing Salesforce ecosystem. This implementation allowed for precise inventory management and tracking of medical supplies. John Patrick, Salesforce Administrator, highlighted the importance of this integration: "We needed to have extremely accurate tracking about what that is, where it came from, and when it expires." The system enabled the company to monitor inventory levels, generate purchase orders, and ensure that clinics were adequately supplied without manual intervention.

### Improved efficiency and patient care

The implementation of GLOVIA® OM resulted in significant improvements in operational efficiency and patient care. The ability to track inventory down to the lot number ensured that United Allergy Services could quickly respond to any product recalls, enhancing patient safety. "The inventory management piece of it is extremely important for us," noted Mary Ellen Ault. Additionally, the automated reorder process allowed clinics to focus more on patient care rather than administrative tasks. This streamlined approach not only improved efficiency but also supported the company's mission of changing lives through better allergy management.

Customer:



**Fujitsu**

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