

Providence Health & Services Case Study

Paperless Inventory, Receiving and Delivery Lead to Time Savings and Improved Workflow



About Providence Health & Services

Providence Health & Services (PH&S) is a private, not-for-profit healthcare organization with hospitals, non-acute facilities and physician clinics in the Northwestern United States. PH&S needed an automated barcode scanning system for inventory management, receiving and delivery, and wirelessly transmitting data. Since implementing handheld mobile computers from Honeywell Imaging and Mobility equipped with Lawson Software applications, PH&S has become more efficient in its processes, in some cases gaining a 40% time savings.

The Business Challenge

To better manage inventory and track deliveries throughout its organization, Providence Health & Services wanted to move from using commercial-grade PDAs and manual processes to robust mobile devices with scanning capabilities. The organization also wanted to be able to wirelessly transmit the collected data to the system's centralized system.

The ability to scan barcode labels while counting PAR locations was a long-standing request from the Providence staff, a process that fell in line with

the healthcare organization's initiatives to maximize resources and minimize errors.

With many of its facilities inconsistently tracking signatures for verification, and therefore spending valuable time searching for lost items, PH&S began researching new technology solutions. By automatically tracking packages and capturing signatures, PH&S hoped to speed up inventory processing, better utilize staff time, reduce the number of lost orders, and ensure the required materials are available to nursing staff at all times.

"You cannot manage what you cannot track," explains Dorcas Spencer, Supply Chain Application Director, Providence Health & Services. "And in order for Providence to best manage our assets, we needed to be sure we were accurately and consistently tracking every package that moved through our facilities, as well as capturing signatures for verification."

The Solution

Lawson Software approached long-time customer PH&S with Lawson Mobile Supply Chain Management, which uses advanced mobile, barcode scanning and web browser technologies to enhance

Industry Application Area:
Healthcare

Mobile Devices:
Honeywell Dolphin® 9500 and 9550
Mobile Computers

Solution Provider:
Honeywell and Lawson Software

Summary:
Providence Health & Services
Private, not-for-profit healthcare organization with more than 150 years of experience and 45,000 employees across the United States

Challenges
Inventory Management, Delivery Tracking, Order Processing Efficiency, and Barcode Scanning

The Solution
Honeywell devices supported by SOTI MobiControl

Result
Remote Device Management, Enhanced Productivity, Minimized Processing Errors, Time Savings, and Improved Workflow

"In order for Providence to best manage our assets, we needed to be sure we were accurately and consistently tracking every package..."

-Dorcas Spencer,
Supply Chain Application Director
Providence Health & Services



receiving, delivery and inventory management processes. Used in conjunction with a mobile device, data can be scanned, confirmed, and then automatically uploaded and shared across a system. PH&S immediately recognized the value of the software tool, which takes advantage of the latest in handheld solutions.

During the hardware selection process, staff members from 15 Providence facilities tested units from different vendors. An overwhelming majority selected Honeywell's Dolphin 9500 and Dolphin 9550 Mobile Computers, citing their comfort, keyboard functionalities, ruggedness and size as the most valuable features.

The mobile computers are supported by SOTI's MobiControl solution, enabling users to access features like remote control/helpdesk toolset functionality, screen and video capture, remote device diagnostics, file transfer and advanced security. This allows Providence IT teams to remotely manage and support its mobile users more effectively and efficiently without requiring the devices to be brought to a central depot.

Beginning in July 2006, an internal team was formed at PH&S to begin planning for the implementation. Weekly conference calls were held and a wireless plan was developed with regional IT staff. An active group of regional executives helped ensure the implementation process was carried forward and supported. By August, the Dolphins were loaded with the Lawson software, configured and tested. Nearly 500 Providence staff members received hands-on training in October.

In November 2006, PH&S did a successful pilot "Go Live" in one of its facilities. By April, approximately 150 units were implemented across the majority of its facilities, with an average of three facilities per month during a six-month period.

"With Lawson's comprehensive software tool and Honeywell's hardware ease-of-use, our implementation was seamless. Our staff members mastered using the solution in very little time and immediately recognized its value, both of which resulted in our successful launch," Spencer says.

The Result

The mobile and wireless inventory, receiving and delivery management solution has resulted in great time savings and enhanced productivity, allowing employees more time to increase the service they provide to internal customers. For example, employees who count PAR locations have gained, on average, about two hours per shift, which translates into a 40% savings in time.

As a result of the solution, Providence has improved its workflow and management processes. The organization is now able to replenish supplies faster to ensure they are available when caregivers need them. Overall, the organization has successfully increased its supply chain efficiencies and reduced costs.

Throughout 2008, Providence plans to roll out the solution across its eight remaining facilities.

Solution Benefits:

- Real-time support and remote control
- Faster problem resolution
- Quick and easy implementation and integration
- Reduced cost and resources
- Time savings result in enhanced customer service
- Increased efficiency and productivity of mobile fleet

About SOTI Inc.

SOTI is the world's most trusted provider of Enterprise Mobility Management (EMM) solutions, with over 10,000 enterprise customers and millions of devices managed worldwide. SOTI makes mobility work by developing industry-leading solutions for EMM, allowing organizations to support corporate-liable and Bring Your Own Device (BYOD) policies. SOTI MobiControl solves the unique challenges involved in managing, securing, supporting, and tracking mobile and desktop computing devices across all platforms.

Tel: +1 905 624 9828 (International)

Tel: 1 888 624 9828 (Toll Free in North America)

sales@soti.net

www.soti.net

