



CASE STUDY



Comet Tracker is an extremely valuable tool and the customer service representatives are very helpful.



Terri Leberfinger, Team Leader of Transport

Geisinger Health Systems

Improving Efficiency and Driver Management

PROFILE

As a highly-rated health care company, Geisinger Health Systems has been in business for more than 60 years and employs thousands of dedicated healthcare employees. In an effort to provide quality healthcare for the rural northeastern United States, Geisinger is committed to the education of future care givers and provides lifelong learning opportunities for the Geisinger team.

CHALLENGES

Geisinger's Transport Logistics needed a solution that would improve efficiency and driver management. It was important to Geisinger to locate their drivers in relation to any given pick-up or drop-off point. Additionally, there was a need for a way to guarantee that the driver received their dispatched jobs on a timely manner.

SOLUTION

After reviewing various business solutions, Geisinger chose Actsoft's Comet Tracker because it can be customized to their business needs.

BENEFITS

Comet Tracker's "Dispatch" feature manages jobs for their drivers. The person in charge of the couriers can easily and efficiently manage jobs by viewing their status on his computer. This tool helps to deliver more accurate information to customers in case of a pick-up or drop-off delay.

Geisinger feels that Comet Tracker's "Breadcrumb Trail" feature is truly invaluable. The ability to see detailed travel history on the map helps the company determine if the couriers were where they were supposed to be during work hours.

Other management tools like directions and route optimization are being used to ensure their business runs most efficiently.:

- Reduced phone calls - orders are dispatched directly to handsets
- Streamlined business with Order Entry Dispatch
- Reduced the number of missed pickups
- Increased productivity
- Improved overall communication
- Eased management of day-to-day activities