



“ Comet Tracker is an extremely valuable tool and Actsoft’s customer service representatives are very helpful. ”

Terri Leberfinger, Team Leader of Transport Logistics

Geisinger Health System

Improving Efficiency and Driver Management

PROFILE

Geisinger Health System is a leading healthcare company and has been in business for over 60 years, employing thousands of dedicated healthcare professionals. In an effort to provide quality healthcare for the rural northeastern United States, Geisinger is committed to providing lifelong learning opportunities and education to future caregivers who are an essential part of the Geisinger team.

CHALLENGES

Geisinger needed a solution that would improve efficiency and ease daily business operations. Specifically, they wanted an easy-to-use solution to locate drivers and help manage pick-up and drop-off deliveries. They also needed a way to guarantee drivers received their dispatched jobs in a timely manner.

SOLUTION

After reviewing various business solutions, Geisinger chose Actsoft’s Comet Tracker because it can be customized to their business needs. Because Comet Tracker is a versatile mobile management solution which also helps to optimize delivery routes and increase productivity and communication with GPS tracking and Order Entry Dispatch, Geisinger was able to see an immediate ROI with savings on fuel and helping to preserve company vehicles.

BENEFITS

Comet Tracker’s dispatch feature efficiently manages jobs for drivers, enabling the person in charge of couriers to view a specialized dashboard of driver status. This tool helps to deliver up-to-the-minute information regarding driver location and proximity to customers. It also helps couriers dispatch drivers using the most efficient routes to increase efficiency when picking up or dropping off deliveries.

Geisinger believes 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 business hours.

Actsoft’s Professional Services Team has resulted in the following improved efficiencies for Geisinger:

- Streamlined business with Order Entry Dispatch
- Reduced number of delayed or missed pickups
- Increased productivity
- Improved overall communication
- Easier management of daily activities

The use of Comet Tracker has quickly shown a return on investment for Geisinger and helped to increase overall operational efficiencies.