



“ I do not want to live without Comet Tracker. I use it every day to see where my people are and how long they have been at a client site. The accuracy of the stop time at a location has helped us identify issues before they become problems. ”

Patty Osfola, Director of Operations for Home Care

Mercury Medical

Recognized for quality medical devices and consumables

PROFILE

Mercury Medical, a comprehensive health care company specializing in critical care, anesthesia, and respiratory products and services, has been in business for over 46 years. Recognized for excellence in manufacturing high-quality medical products, Mercury Medical strives to ensure that the transition to premium high-tech patient care is seamless.

CHALLENGES

Mercury Medical had concerns regarding the operational efficiency of their supply trucks and the personal accountability of field service technicians. Customer service suffered when a field service member did not arrive on time or didn't stop at a scheduled location. To remedy this, Mercury Medical needed a GPS tracking solution that was able to verify an employee's location and ensure that delivery routes were best optimized.

Training operations and end user functionality was also a large concern for Mercury Medical. They wanted a solution that is easy to use, and easy to roll out across their fleet. They felt that a complicated system would not be used and their investment could potentially be wasted.

SOLUTION

Mercury Medical tried several different GPS tracking solutions; however, Actsoft's Comet Tracker solved all of their operational challenges. Comet Tracker is being used throughout several different departments to ensure maximum employee productivity.

BENEFITS

The Human Resources Manager was concerned about implementing Comet Tracker, as other solutions had been very complicated. After speaking with her dedicated Actsoft project coordinator and implementation specialist, she was able to easily train her team. She felt that having a dedicated support staff to help with implementation and roll out was a key component to the success of the initiative. "Every time I call, the Actsoft Staff has been wonderful. They stay on the line with me until all my questions or issues are resolved. They have been so patient and understanding," said Deanna Russell, HR Manager.

Owning the data (secured behind the company's firewall) has been extremely beneficial to the Human Resources department. Managers are able to pull history reports, which they use in annual reviews, disciplinary reports, and overall compensation considerations.

Using history reports has allowed Mercury Medical to better optimize daily routes, maximize fuel efficiency, and improve time management. In one specific instance, after pulling an employee's travel report, the traveled versus scheduled routes differed. Apparently, this employee altered his route to include personal stops throughout the day, causing higher than necessary fuel expenses and slow response times. Policies have since changed to focus on improved accountability.

The Home Care Division uses Comet Tracker's detailed history feature to compare activity reports with actual stop times. This allows them to define operational metrics for field services and increase daily productivity. The Operations team now knows exactly how much time a particular service requires. The management team can now provide accurate time estimations for deliveries and service orders. By scheduling the technicians accordingly, customer satisfaction has increased considerably.