



Industry:  
**Healthcare**  
Medical Technology

*A company specializing in medical devices and other types of high-tech patient care options.*

## CHALLENGES

A medical tech company 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. They required a GPS Tracking solution that was able to verify an employee's location and ensure that proper delivery routes were being taken. Training operations and end user functionality was also a large concern; the company wanted a solution that is easy to use and easy to implement across their fleet.

## SOLUTION

Mobile Workforce Plus solved many of their operational challenges. They used it used throughout several different departments to ensure maximum employee productivity.

## BENEFITS

The company's human resources manager was able to easily train her team on the MWP solution. Owning the data (secured behind the company's firewall) is extremely beneficial to their department. Managers are able to pull history reports, which they use in annual reviews, disciplinary reports, and overall compensation considerations. Using historical reports in MWP allows them to choose smarter 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. An employee had altered routes to include personal stops throughout the day, causing higher than necessary fuel expenses and slow response times to new deliveries. Policies have since changed to focus on improved accountability.



### WIRELESS FORMS

Digital paperwork from the field is nearly instant.



### GPS TRACKING

Visibility on vehicle positioning helps lower fuel costs.



### REPORTS

Historical trip data helps increase accountability.

Learn more about our solutions at  
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