

ERS Medical Track and Trace System



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Scandit makes medical deliveries smarter, safer, cheaper



ERS Medical replaced drivers' dedicated scanners with Scandit-enabled smartphones and cut scanning time in half. Couriers now complete critical medical deliveries significantly faster and hardware costs are nearly 90% lower versus using dedicated devices.

ERS Medical has upgraded patient security and item traceability – by swapping legacy PDA scanners for smartphones with computer vision. The scanner-in-an-app, which uses an everyday smartphone to recognise barcodes, is powered by Scandit and manages physical items within workflows flexibly and securely whilst delivering big cost savings.

The Goal: upgrade specialist, medical track-and-trace system

ERS Medical provides next-day and same-day specialist patient transport and courier services to the UK National Health Service (NHS) and the wider healthcare sector. Dedicated healthcare couriers securely collect and deliver items, including pathological specimens, biomedical equipment, sterile equipment, internal mail, and confidential medical records.

Reliable track-and-trace capability is a critical part of the service and, to achieve this, ERS Medical links its computer-aided dispatch (CAD) system with electronic data capture software. This means the delivery and collection of pathological specimens, many of which need to be delivered within strict timeframes, are co-ordinated and meet customers' standards.

In the past, traditional, dedicated scanners had been used by ERS Medical couriers to scan the barcodes on delivery items. But scanning was slow and cumbersome, and couriers were further inconvenienced because satnav couldn't be accessed from the dedicated devices. Other drawbacks were that the devices had limited barcode readability, couldn't be integrated with the CAD software and were expensive to replace.



Industry
Healthcare
Use case
Medical courier service
www.ersmedical.co.uk



We are charged with the safe transportation of important, and often time-critical pathology specimens and it is important that we can account for their safe pick-up and dispatch at every stage.

Gary Brown
Courier Operations Manager



The Solution: replace legacy hardware with enterprise-grade scanning smartphones

ERS Medical needed a fast, reliable barcode scanning solution that was simple for couriers to use and could be easily integrated with its existing software. After reviewing all options, they decided a smartphone solution with Scandit barcode scanning software best answered the brief. Plus, the smartphone's built-in camera offered the prospect of new intelligence and security, making courier processes more robust.

Scandit's experience in providing high-performance scanning to solve problems in other industry sectors was a big factor. Aside from the extra value afforded by linking physical items (via barcodes) to digital workflows, Scandit had a compelling cost proposition: switching to ubiquitous smartphones for barcode scanning would dramatically cut hardware costs and total cost of ownership (TCO).

ERS Medical ran a pilot where drivers used a smartphone app powered by Scandit software – in this case barcode scanning – to carry out courier tasks. The drivers took part in tests to evaluate the speed and ease-of-use of the smartphone solution compared to dedicated scanners. ERS reported that the smartphone solution was significantly faster and easier to use in all delivery scenarios.

Results: strengthened track-and-trace system and eight-fold cost saving in hardware

The pilot proved these benefits:

- Drivers scanned barcodes at least 50% faster with the Scandit powered app on their smartphones. Faster scanning let drivers complete their pick-up-and-drop-off schedule more quickly.
- The scanning functionality was robust enough to let ERS Medical use much smaller barcodes on their pathological specimen bags. Scandit software scans multiple bags rapidly even with the smaller codes, improving overall efficiency.
- Drivers found it is easy to move from Google Maps to the scanning app on their smartphones, saving more time in the delivery process.

Following the successful pilot, ERS Medical used Scandit's software developer kit (SDK) to integrate with the CAD platform and distributed the smartphone app to its couriers.

Rather than £800 for each dedicated scanner, the company now spends £100 for each smartphone. Drivers report longer smartphone battery life and the cost of repairing or replacing broken smartphones is lower.

Scandit barcode scanning has strengthened ERS Medical's track-and-trace system. Now each pathological specimen bag can be logged using a simple scan at every stage of the delivery process, from pick-up at the hospital or medical centre to drop-off at the lab. A full audit of every journey, with accurate times, is accessible which allows the company to adhere to pre-agreed KPIs.



The speed and accuracy of Scandit's barcode scanning in a smartphone app means our drivers can do their jobs efficiently and easily. And it means we can monitor every part of the delivery process to ensure we have a reliable track-and-trace system – and 100% customer satisfaction..

Gary Brown

Courier Operations Manager



About ERS

ERS Medical provides a range of specialist patient transport and courier services to the NHS and the wider healthcare sector. For further information and press enquiries please contact: pressoffice@ersmedical.co.uk

Want to learn more about Scandit's innovative mobile data capture solutions?

Contact one of our team members:

www.scandit.com/contact

Schedule a Demo:

+1 415 528 5050 / +41 44 586 4540

Scan with your smart device to explore more:



About Scandit

Scandit helps business users and consumers to augment the physical world with relevant digital information in real-time through not just barcodes, but images and other visual identifiers. These are captured with smart devices, including smartphone, wearables, drones and robots. Scandit's platform is built on proprietary computer vision, machine learning and augmented reality. It is used across the world to help companies gain greater insights into their processes and workflows, so they can make more efficient decisions, support their employees to be more effective, lower their costs and benefit their customers and clients.

Find more success stories at:

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