



Case study: **Vestfold Hospital**

Vestfold Hospital consists of four large units, and is active in most medical fields. The main hospital, which has a large accident and emergency department, is located in Tønsberg. This is also the location of the central distribution centre, which receives a large number of packages with both sensitive and expensive contents on a daily basis.

Medical technology devices, surgical instruments and prosthetic implants are just some of the contents of the 50–100 packages that are delivered every day. Manual registration took too much time, so the hospital looked for a quick yet reliable system for registration and tracking.

“When the packages were delivered, we entered information about sender, carrier, end recipient and arrival date on a sheet of paper that was put into a ring binder folder. The package was then delivered and was signed for directly on that sheet;” said Jan Bøwig Nielsen, the manager of the hospital’s stock and transport department.

Tracking the delivery on its way through the hospital afterwards was virtually impossible. The recipient’s signature was often difficult to read, and in some cases completely illegible. Other information could sometimes be both incorrect and unreliable due to the manual registration.

“We really needed to take control of the incoming packages,” explained Jan Bøwig Nielsen.

Improving service and increasing confidence

In 2009, Vestfold Hospital installed SendSuite™ Tracking. Using this solution, the situation changed immediately.

“It became much easier for us to document receipt of the parcel, and when and where the package was delivered. It made a huge difference in comparison to the previous system, when all of the delivery documentation was entered on one sheet of paper.

The folder with loose sheets is just a memory now!” These days, all information is registered directly into SendSuite™ by the personnel receiving the goods. The system then creates a label with bar codes that contain all the relevant information. The label is then attached to the package and the information synchronised on a hand-held terminal.

When the package is delivered, the recipient signs on the terminal.

“SendSuite™ is an excellent and user-friendly system that makes it easy to find who has received a delivery.”

Nearly all packages are now delivered to the right destination. Very occasionally, a problem might arise. For example, when the sender incorrectly addresses a package, but it is now comparatively easy to work this out. Even tracking a package in order to check it against an invoice is both easy and quick.

“This has increased both senders’ and recipients’ confidence in what we do. We can now show them that we are in complete control. We have also considerably reduced the time it takes to track packages. We used to spend several hours a week tracking packages. Now, we don’t spend more than 10 minutes!”

A flexible system offering many options

SendSuite™ Tracking is currently an autonomous system, but it is also possible to integrate the system with the hospital’s purchasing and logistics system. This means that when an order is registered, all information is automatically transferred to SendSuite™. This makes the entire chain of events, from order to final delivery and payment, even easier to follow than it is today. This saves even more time, giving better control and a higher degree of service.



“We are also discussing the possibility of using SendSuite™ to gain optimum control of our outgoing consignments. We deliver everything from food to dialysis bags to patients who live at home. This will give us the certainty that those who are making the deliveries go to the right place at the right time.”



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