



# Reducing disruption in healthcare logistics

The HERE Technologies Shipment Visibility solution provides real-time visibility across the entire end-to-end supply chain, both indoor and outdoor.

This ensures that traceability is never lost, the ETA is always accurate, and deviations can be immediately remedied.



## AT A GLANCE

Customer: Medical Equipment Provider

Country: US

Customer Size: Corporate (10,000+ employees)

Industry: Health Provider

Products and Services: Azure Marketplace

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# HERE Technologies, Medical Equipment Provider, & Microsoft Azure

## Customer Challenges

The ETA for medical spare parts to hospitals is not accurate enough for the time-critical nature of the healthcare industry. Resulting bottlenecks can cause reduced customer satisfaction. Additionally, many customers waste time looking for high-value assets and matching shipment delivery to installation times. High-value spare parts often arrive damaged on delivery.

## Partner Solution

With real-time, end-to-end visibility, technicians can sync with the delivery -- and even find the shipment if it's delivered to the wrong floor -- saving costs and increasing customer satisfaction. HERE Tracking is powered by Azure and provides the same tracking solution capabilities that are referenced in the customer testimonials.

## Customer Benefits

Customer satisfaction has improved, thanks to optimized delivery and installation times, and a 50% reduction in "lost" shipments. Customer also saw an additional 20% reduction in technician time wastage.

- Accurate ETAs and geofenced notifications.
- Condition monitoring of shipments to notify for damage.
- Finding lost packages inside huge hospital complexes.

Customers benefit from the rich integration of HERE services into the Microsoft ecosystem and can employ the latest technology directly from the Azure Marketplace.

Features as part of the platform include: Indoor and outdoor tracking, offline tracking, ETA monitoring, and shipment insights.