



SAME-DAY LOGISTICS, COURIER AND WAREHOUSING SOLUTIONS

Case Study: HOSPITAL SYSTEM INTEGRATES DISTRIBUTION FOR SIGNIFICANT COST SAVINGS

Express helped a large hospital system integrate daily distribution among 27 facilities, delivering specimens, devices, and documents reliably while improving costs and ensuring regulatory compliance.

CHALLENGE

A large hospital system with 27 facilities across the Southeast was managing multiple vendors for distribution of its laboratory specimens, medical devices, test results and critical documents. Couriers, taxi cabs, small planes and other vehicles were operating with no central point of management or coordination. This non-integrated model led to performance issues and added cost.

EXPRESS SOLUTION

Express recommended a complete restructure of the customer's logistics strategy and model. The solution incorporated a hybrid emergency and schedule distribution approach, reducing unnecessary pickup points and meeting delivery requirements through route optimization. Compliance with OSHA and HIPAA regulations and consolidated billing/invoicing that improved customer analysis and reporting were built into the integrated distribution scheme. Nearly 70 drivers operating around the clock seven days a week delivered on-time, reliable service hourly to the customer.

IMPACT

The hospital system experienced operational, financial and regulatory benefits from the integrated logistics strategy. These included:

- 38% reduced delivery costs through vendor consolidation,
- Improved and on-time delivery performance,
- OSHA and HIPAA regulatory compliance, and
- Staff and process efficiencies with central management and reporting.