



**ONSITE** Management Group



**Driving Savings with Onsite Solutions in  
Mailroom, Print/Copy, Logistics, and  
Digital Mail**





Courier services for healthcare system with over 75 clinics and a commercial warehouse operation in the region

## Challenges

Multiple, disparate, courier operations within the system handling supplies, lab/pharmacy, and phlebotomy separately and under different management

Significant overstaffing and overlap between courier systems

Owned vehicle fleet of 70 vehicles for use by 40 staff

Various service levels for On Demand requests. Based on courier group, vs. type of service

No chain of custody tracking system in place

Lack of training and knowledge of courier operations by couriers (biohazard handling, PHI, temperature control)



## Solution

Implementation of a combined courier network to service all needs under a single Logistics Manager

Installation of a courier routing/tracking system

Restructured service levels by service type

Creation and implementation of a comprehensive procedures and a training and onboarding system for couriers

## Results

Generated overall annual savings of \$1,628,781, including \$948,145 for routed courier work, \$29,792 for on demand services, and \$650,844 in vehicle fleet savings

Complete chain of custody for each transported parcel

Rightsized staff and vehicle fleet to match the new courier routes and needs

Significantly reduced risk due to PHI exposure, mishandling of parcels, and improper training

On-time performance increased from 73% to 99.5%

