



# OMG CASE STUDY SERIES

## How a TriHealth's Network Reset Courier Spend and Saved \$500K Through an RFP

### SUMMARY

TriHealth saw courier costs rise every quarter, driven largely by on demand orders, with a five year contract renewal approaching. Limited visibility into routes and repeated stops at the same locations made optimization difficult.

OMG collected operational and billing data, ran a formal RFP, and helped TriHealth redesign the courier system with a new provider. The result was a better fit service model and \$500,000 in initial savings.



**LOWER ON DEMAND DEPENDENCE**



**\$500K INITIAL SAVINGS**



**IMPROVED ROUTE EFFICIENCY**



# TriHealth

INDUSTRY: HEALTHCARE

LOCATION: MIDWEST

SERVICE:  UbiMILE™

OMG supported TriHealth by analyzing courier spend and operations, developing a structured RFP, and guiding the transition to a new provider with a redesigned courier model focused on cost control and service alignment.

## CHALLENGES

Courier costs increased each quarter, especially on demand orders, as TriHealth approached renewal of a five year contract. The client received monthly billing for on demand activity plus a routed fee, but lacked clear route visibility. Multiple couriers often visited the same location within 15 to 30 minutes, creating redundancy. Route details were treated as proprietary by the provider, limiting optimization discussions and preventing meaningful operational review.



### OMG'S HOT TAKE

Without route visibility, courier spend grows fast and stays unchecked.

## SOLUTION

- Collected and compiled courier provider data through billing analysis and direct operational observation.
- Built bidder qualifications and pricing workbooks to support a structured courier services RFP.
- Administered the courier services RFP from launch through provider selection.
- Partnered with the new provider to design the courier model, service levels, and route structure TriHealth wanted.

# RESULTS

**Selected a new courier provider through a formal RFP process.**

**Partnered with the new provider to design the courier system TriHealth wanted.**

**Generated \$500,000 in initial savings by optimizing routes, adjusting service levels, and reducing reliance on on demand orders.**

## CLIENT IMPACT

TriHealth gained control over courier design decisions and clearer visibility into how routes and service levels affected cost. With a new provider and an optimized operating model, the organization reduced redundancy, improved accountability, and created a framework for ongoing performance management.

## WHAT'S NEXT

OMG can continue supporting quarterly reviews, route adjustments, and on demand governance to protect savings. Additional opportunities include stronger request rules, service level audits, and ongoing benchmarking to keep spend aligned with demand.



See how OMG can streamline your operations at [omgservices.com](http://omgservices.com).