

# Field Services



Medical services firm doubles staff productivity, delivers superior service with TeleNav Track



## BENEFITS OF TELENAV

### • Improved customer service

Customers get over 30% faster response on urgent pick-ups and receive more accurate arrival-time estimates.

### • Improved efficiency

With TeleNav Track, field technician productivity has doubled, resulting in an annual cost savings of over \$86,000.

### • Reduced administrative burden

Electronic forms speed up record and time-keeping—from 80 hours down to 10 minutes.

## SITUATION

Diagnostic Labs provides emergency and routine diagnostic laboratory services to the medical industry. Each day, they handle over 14,000 time-sensitive medical samples to allow medical professionals to make critical healthcare decisions. The company's 320 field technicians provide diagnostic services for medical facilities located across a 200 square mile area.

Expedient laboratory analysis is critical in healthcare decisions. Improving efficiency is essential to delivering expedient customer services and growing a competitive business. "In this business every minute we save could be the difference between life and death," explains Mike Bautista, the company's dispatch supervisor.

## CHALLENGE

No two days are the same for Diagnostic Labs, where staff must balance everyday scheduled service calls with urgent pick-up requests at a moment's notice. "I want my dispatchers to be focused on improving response times for customers, not wasting time trying to figure out where our technicians are," continues Bautista. "I knew TeleNav Track's GPS technology could help us do that."

## SOLUTION

With TeleNav Track and mobile devices, the dispatch team can pinpoint the location of each driver anytime from a central console and allocate workers appropriately. Management can add new jobs or modify existing schedules and communicate that in real-time to the field staff. Drivers can now also update timesheets on wireless forms, replacing a manual, paper-based process.

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- Mike Bautista, Dispatch Supervisor

## RESULTS

With up to the minute knowledge of technician locations, the dispatch team is able to manage resources with unprecedented efficiency. Technician productivity has doubled, shaving 400 hours from overtime budgets every month. Timekeeping and payroll processing has been dramatically reduced, turning a former 80 hour, bi-weekly administrative chore into a 10 minute responsibility.

Finally, TeleNav Track allowed Diagnostic Labs to reduce urgent response times by over 30%. "Our customers are noticing that we are able to serve them faster and provide more accurate estimates of arrival times," summarizes Bautista. "This wise investment will be paying off for a long time to come."

## How can we help your business?

For a free consultation contact us.

[www.telenavtrack.com](http://www.telenavtrack.com)

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