

“The fact that I can give concrete answers to patient questions without bothering my drivers is tremendous. With Xora, all the information we need is right at our fingertips. It’s even better than we expected and there’s no question we’re getting our money’s worth.”

— Wood, Manager of delivery services at Hy-Vee Care

Hy-Vee® Care



Spotlight

- ▶ Faster response to unscheduled pick-up and delivery calls.
- ▶ Improved customer service by providing accurate arrival times.
- ▶ More efficient field operations by improved routing and dispatching of field staff.

Challenge

Hy-Vee Care is responsible for delivering a variety of medications to customers on a daily basis. Hy-Vee Care has 90 minutes to get time-sensitive prescriptions in the hands of nurses, highlighting the critical need for efficient and effective routing of delivery specialists. There is high degree of complexity in coordinating daily orders for thousands of patients and even one change in a patient’s medical needs creates a ripple effect that significantly impacts delivery operations. Management must provide the proper authorities with all their truck drivers’ locations.

Background

Hy-Vee, Inc., is one of the largest regional supermarket chains in the nation, with annual sales in excess of \$4.6B. To support its retail operations, Hy-Vee has established several largely independent businesses to help fulfill its mission of being the most economical supplier of goods. Among these businesses is Hy-Vee Care. Hy-Vee Care is a leading distributor of pharmaceutical products to nursing homes and long-term care facilities in the Midwest. Hy-Vee Care wants to increase communications with the field and improve the process of collecting and analyzing job status information.

Solution

To lessen some of the challenges associated with managing a geographically diverse and broadly distributed customer service operation, Hy-Vee Care began using the GPS TimeTrack solution. GPS TimeTrack™ software runs on GPS-enabled cell phones carried by Hy-Vee Care delivery specialists. In the office, managers can access web-based maps and business reports that show the location and activities of drivers throughout the day. Managers can quickly and accurately respond to customers

wanting delivery status with real-time location data. They can also efficiently re-route drivers to handle unscheduled pick-ups. Date-and time-stamping of routes lets managers verify precise delivery times in order to ensure customer service.

Results

Today, Xora’s mapping and routing capability has improved Hy-Vee Care’s customer service by enabling quicker response times for unscheduled pick-up and delivery calls. When a customer calls with a service request, dispatchers can locate the driver closest to the customer site, which maximizes the productivity of pick-ups and deliveries. At the same time, Hy-Vee Care can collect tamper-proof start and end times for delivery specialists shifts, making payroll much more accurate.