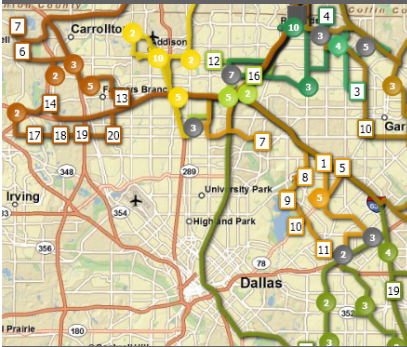




# Shalem Medical

ArcLogistics Helps Medical Supply Company  
Cut its Delivery Window in Half

## CASE STUDY



### CHALLENGE

Shalem Medical needed a centralized routing program to shrink its delivery window by half.

### RESULTS

- Delivery window cut in half
- 15 percent reduction in fuel costs
- 25 percent reduction in operating costs
- 25 percent reduction in overtime

**“The benefits of ArcLogistics are far reaching. It’s increased the productivity and efficiency of our company, saving us man-hours, fuel, and resources and improving our customer service.”**

Zach Paton,  
Operations Manager,  
Shalem Medical Supplies Inc.

Located in Sunnyvale, Houston, and Fort Worth, Texas, Shalem Medical Supplies Inc. serves a multitude of patients, including those who receive hospice and home health care, as well as several medical facilities. The company provides durable medical equipment and supplies, with delivery trucks running 24 hours a day, seven days a week.

### The Challenge

Depending on the day, each Shalem Medical office could have up to 10 vehicles in the field making anywhere from 15 to 25 deliveries. As the company grew and took on new patients, the complexity of getting equipment and supplies delivered on time had become next to impossible. Every day, deliveries would be added to Shalem’s schedule, which meant that, the company could only provide its customers six- to seven-hour delivery windows at best.



What sets ArcLogistics apart from less-sophisticated point-to-point routing systems is the ability to set specialties when building routes. Here, a set of stops are assigned to the vehicle according to its ability to carry oxygen.

“In this industry, everybody is looking to get supplies quickly because we’re dealing with a multitude of illnesses and disabilities,” says Dennis Morgan, operations manager. “We may start our day with each driver having 12 stops, but by the end of the day, there may be 10 to 12 more tickets added to our routes.”

In a business that is growing due to aging baby boomers and the social acceptance of health care being administered in the home, Shalem realized that making that delivery window smaller would greatly improve its customer service and help the company compete in the medical supply delivery market.

Shalem needed to find a vehicle routing and scheduling solution that would help manage its daily deliveries. Morgan says, “We were looking for a software system that you could manipulate in real time and update during the day, and a lot of the other systems just didn’t offer that.”

### The Solution

After a review of several vendors, Shalem contacted Esri to help identify and implement a routing and scheduling solution that would give the medical supply company the ability to build optimal routes that reduce miles driven and fuel consumption. Shalem chose ArcLogistics™ routing software because of its cloud-based deployment model, low cost, and ability to interface with the company’s inventory management software.

Learn more at [esri.com/arclogistics](http://esri.com/arclogistics)

## Shalem Medical

### ESRI SOFTWARE USED

ArcLogistics  
ArcLogistics Navigator

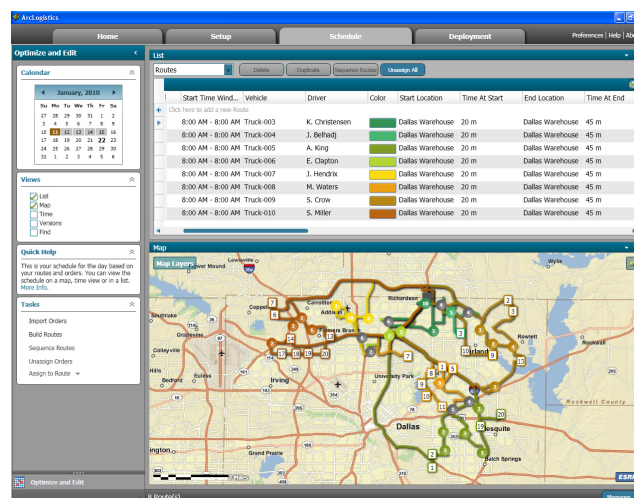
Shalem's operations manager uses ArcLogistics to create the routes for the day, then exports those routes from ArcLogistics to mobile devices running ArcLogistics Navigator (Esri's in-vehicle navigation solution). "I will input the data for the day in ArcLogistics from the home office, and I will either print or export the data to the drivers in the trucks, who can then execute the routes," says Zach Paton, operations manager for Shalem Medical. "ArcLogistics provides not only turn-by-turn directions but also the most efficient and cost-effective route and planning for the day."



ArcLogistics Navigator helps drivers reach destinations according to the streets selected and sequence established in the route plan.

### The Results

Using ArcLogistics, Shalem Medical Supplies was not only able to save 15 percent in fuel consumption but also subtract three to four hours from its average delivery window. Says Morgan, "When you get right down to it, it's all about customer service. Customers notice when your time window gets cut in half, and our drivers like making timely deliveries to the people who need them the most."



Route solvers and street data are all accessed via the cloud, making ArcLogistics an affordable solution for mid-sized operations like Shalem.

### FOR MORE INFORMATION



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