



HEALTHCARE AT HOME: PROVIDER LAUNCHES CUSTOMIZED TELEMEDICINE LOGISTICS PROGRAM WITH vMOX

**Streamlined inventory
management saves time, serves
more patients**

CLIENT PROFILE

- Leading provider of cloud-based telemedicine and data-driven healthcare software solutions
- Approximately 6,500 lines with two providers

CHALLENGES

- Inventory management
- Quick device turnaround
- Equipment loss
- Need for custom provisioning integration

~670

Telemedicine
Visits Per Year

SIGNIFICANT

Time Savings

\$5.4M

Lifetime Savings

AS WELL AS:

- Close monitoring of cyclical inventory
- Service integrations for detailed visibility
- Centralized reporting and administration

All with no service disruptions or carrier changes



OVERVIEW

This client is a leading provider of cloud-based software solutions empowering data-driven healthcare. The company's analytics platform is used by more than 20,000 business customers and leverages primary data from more than 71 billion medical events sourced from 1 million physicians and 359 million unique patients. Just weeks after the onset of the pandemic in America, they launched a telehealth configuration of the platform.

With the overwhelming demand for remote doctor's visits during the lockdown imposed to curb the spread of the COVID-19 virus, the company quickly found it needed an even more robust telehealth program.

CHALLENGES

The client found that many patients did not have computers or tablets at home, so the company sent them tablets in advance of appointments. However, many patients weren't technically savvy or had poor internet connections causing them to miss appointments or show up late. Missed and late appointments increased costs for both the medical practice and the company.

The problems were exacerbated as demand for remote visits continued to grow. They realized that providing tablets for single-use telehealth appointments presented a few challenges, including the need for:

- Sophisticated logistics procedures to manage a quick turnaround
- Devices to be cleaned and updated before each shipment
- Reliable connectivity to the devices
- Devices that are easy to use
- Tracking and recovering lost or stolen tablets

SOLUTION AND RESULTS

The client called on vMOX to customize a solution to support the cyclical distribution management of its fleet of tablets. vMOX designed a tailored logistics program that includes the following:

- Procurement of additional tablets
- Preparation of tablets to be shipped
- Tablet kitting (with instructions for use and a charger)
- Receiving the devices
- Wiping them clean
- Updating software and licenses
- Readyng tablets for redeployment

The client's fully customized logistics environment is also supported by custom software integrations configured by vMOX. Ordering and provisioning functions are streamlined by integrating the company's appointment scheduling platform and vMOX's OnePortal. Their administrative staff also use OnePortal to monitor appointment trends and inventory issues.

Additionally, vMOX incorporated mobile device management (MDM) features from Scalefusion to increase data and device security. If a tablet is lost or stolen, it's decommissioned and blocked remotely. Scalefusion licenses also enable the device to be pinged if administrators are trying to locate it. These features have decreased the number of lost or missing devices drastically.

In addition to its customized logistics program, the client leverages vMOX for Financial Management, Ordering and Provisioning, and 24/7/365 Service Desk. While cost savings are continuously uncovered through vMOX's optimization of the company's smartphones, the real savings have been in management time and resources. And as the demand for telehealth appointments remains high, the client can respond to current patient needs with the ability to scale seamlessly.