Healthcare Assets Rental Company Saves $600,000 Annually with MobiWork

Montgomery DME is a leading medical equipment supply store based out of Santa Fe Springs, California. A bulk of Montgomery DME clientele being hospice or healthcare facilities, lease and rent various medical equipment, such as hospital beds, aspirators, tables, oxygen tanks, canes, and walkers. Montgomery DME, approved by the Accreditation Commission for Health Care, prides itself in being fully stocked and ready to pick up and deliver equipment quickly, 24/7. This medical company manages nearly 20,000 assets in the field and currently serves over 2,800 patients. This medical supply company aims to be the preferred hospice supply provider in the greater Los Angeles, California area.

"We've been very pleased with the results that were realized. We have eyes on all of our assets, and have saved $600,000 in annual costs."– Ravinder Chima, General Manager at Montgomery DME

Industry:

Medical and Healthcare Services Provider

Regions:

North America

Key facts:

- Over $5 million in revenues
- Over 20,000 assets
- Over 2,800 patients

Headquarters:

Santa Fe Springs, CA

Website:

Montmkt.com

Key Challenges: Lost Equipment & Asset Records

The medical hospice industry competes with the quality of supplies, delivery, prices, and customer service. Montgomery DME leases, rents, picks up, delivers, and supplies medical equipment to facilities. The office administration was struggling with managing their vehicles, employees, schedules, and keeping track of the medical equipment. Valuable medical assets were simply being misplaced, lost, and/ or stolen in the field. With nearly 20,000 assets in the field that costs anywhere between $700 and $3,000, the impact of misplaced, lost or unaccounted rental time is tremendous.

Before finding a solution, they were managing their inventory with Microsoft Access, however, there was no record keeping in place for all of the equipment being checked in and out of a certain location, many assets were often forgotten about. It was later discovered that employees were stealing and reselling medical equipment. Unfortunately, there was no effective way to track misplaced, lost, or stolen equipment as there were no records for assets or employee accountability. Both of these reasons cost the company **a loss of approximately $250,000 per year**. The team was desperate to find a solution that would manage, track, and record where assets and employees were at all times.

Another major cost detriment to the company was there was no way of analyzing equipment damages. Due to the fact they had improper documentation and asset history for equipment usage and destruction, equipment was being replaced twice as fast as needed. In addition, a majority of the time customers were not invoiced properly, because when customers were given equipment, the equipment was not adequately documented, tracked, or returned on time. It was estimated that **the lack of accurate invoicing and equipment usage history of damage costs amounted to a loss $100,000 or more**.

Results: Assets Leasing & Major Cost Savings

MobiWork is a scalable, secure, and connected platform for asset management. Montgomery DME researched various solutions but was nervous to make the switch and allow someone to build and maintain their system. Management ultimately chose MobiWork due to the fact that they were accelerating in growth, wanted to securely and efficiently track assets and employees in real time, and go paperless. After implementation, Montgomery DME had all eyes on their assets and were no longer having issues with their property being stolen, lost and/ or left at a location. Due to MobiWork electronic forms, as well as real-time asset tracking and history, MobiWork was able to help Montgomery DME save $600,000 in annual costs.

Ray Chima, who is the General Manager and has been with Montgomery DME since 1996, stated, "**In addition to achieving 90% in overall productivity gains, we've had astronomical cost and time savings thanks to MobiWork. Last year alone, we saved roughly $600,000 in annual costs!**".

Management loves that they can save time from having to contact drivers in the field, to tracking them in real-time from their desk without having to make the call to the driver, or call the customer back with delivery updates. They have seen an **80% increase in customer service and satisfaction** because they can give the customer real-time information. According to Ray Chima, there was an **"epic level of time saved from no longer having to enter paperwork, we went from 8-10 hours of entering in paperwork, to 0 hours".** Montgomery DME is excited that MobiWork has given them increased visibility, structure, and management of their assets and employees in the field thus they can now focus on scaling.