

Switching to a mobile logistics solution maximizes benefits of expansion

Challenge

Ineffective paper-based processes and insufficient route planning created a breakdown in billing and chaos for drivers.

Solution

In 2018, Nunn's rolled out Brightree's Transport Manager and Transport ACE to eliminate scanning, improve logged serial numbers and create better routing systems.

Founded back in 1942, Nunn's Home Medical Equipment (Nunn's) is a home medical equipment business that prides itself on giving customers the highest quality products, personal service and individual attention. Through continued success and growth, they added a second location in Syracuse, New York, in November 2015. In addition to a new location, the expansion included new product lines, equipment and staff including licensed respiratory therapists.

While the growth was extremely positive, it also highlighted issues – such as ineffective paper-based processes and insufficient route planning – that had hindered the business for years, creating a breakdown in billing and chaos for drivers.

As a result, Nunn's began searching for a solution that would be easy to use, provide better driver transparency, improve internal processes and make it more cost-effective to reach the company goal of always exceeding patient expectations.

They chose Brightree's logistics business solution, including Transport Manager and Transport Ace, the transport delivery platform, to maximize the business benefits from the expansion, including the ability to eliminate scanning, improve logged serial numbers and create better routing systems.

“Brightree is our recommendation to any business looking to explore a mobile logistics solution. We couldn't have asked for any easier plan and support.”

Vanessa Spadafora
*Home medical equipment manager,
Nunn's Home Medical Equipment*





“Brightree mobile delivery has allowed us to truly get the most from the investment we made in opening a second location.”

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At the beginning of implementation, Nunn's participated in weekly trainings to expose drivers to the new delivery platform. Although the team members span a diverse age range, the staff found the platform to be user friendly. Now instead of manually writing daily logs and reporting on paper, employees have a prompt-driven workflow to stay on top of tasks. The company observed an increase in driver visibility with Brightree's real-time updates and the ability to locate, update and re-route drivers when needed throughout the day. As a result, the average run time for drivers decreased significantly, allowing each to complete more deliveries each day.

Driver efficiency has also supported Nunn's ability to stake its business reputation on a commitment to excellence. The company now boasts of more

accurate cycle counts as correct items and quantities are being delivered on orders, thanks to the implementation of the mobility solution. As a result, the organization has experienced a decrease in lost order complaints and a rise in positive delivery reviews as well as in overall patient satisfaction.

“Brightree is our recommendation to any business looking to explore a mobile delivery logistics solution. The process was easy and has been so beneficial to us. In fact, we couldn't have asked for an easier plan and support from the Brightree's Mobile Delivery team. This partnership has positively changed and effected all aspects of our business, and we value having an open relationship with a company like Brightree who values their customer's ideas and concerns.” —Vanessa Spadafora

Results

Nunn's is maximizing the benefits of expanding the business.



Significant drop in driver run time



Boost to patient satisfaction



Increase in order accuracy

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