



CASE STUDY



ASAP Systems' Passport Provides The Center for Health Care Services with an Efficient Asset Tracking Solution

Case Study Overview

COMPANY:

The Center for Health Care Services
www.chcsbc.org/

INDUSTRY:

Healthcare

BUSINESS CHALLENGE:

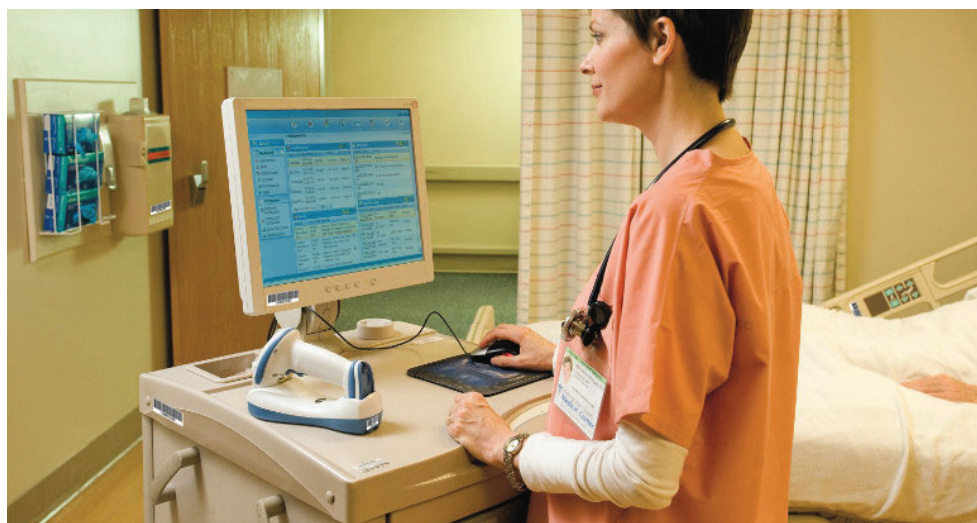
Manage and track IT equipment being used at multiple health care office locations with a cost-effective and security-focused system that could compile and report on asset data such as serial numbers, product info, users, and location.

SOLUTION:

- Passport Assets
- Passport Mobile
- Mobile barcode scanner
- Zebra printer
- Barcode labels

BENEFITS:

- Mobile barcode-scanning ability at multiple locations
- Designate valuable assets to employees through signature capture verification



THE CENTER FOR HEALTH CARE SERVICES

Transformed lives, transformed communities

The Center for Health Care Services (CHCS) improves the lives of people with mental health and developmental disabilities or substance abuse challenges in Bexar County, located in the greater San Antonio, Texas.

Throughout dozens of facilities, departments, and programs within the region, the main objective is to provide these individuals with independent and productive lives; preventing unnecessary jail and hospital visits, thus saving taxpayers from paying for

these visits.

“We are in the healthcare industry and have multiple locations. We wanted an inventory system so that we could easily scan our equipment and quickly track whom and where they were assigned to,” says James Brown, Inventory Control Specialist at The Center for Health Care Services central office.

To accomplish their goals, CHCS needed an easy-to-use inventory management and asset tracking system to accurately monitor IT equipment and stock inventory being used by employees to save time and money and begin improving inventory performance.

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THE CHALLENGE

With equipment scattered throughout nearly fifty programs— Mental Health, Substance Abuse, Developmental Disabilities, Crisis Care Services, Jail Diversion Initiatives, Transformational Services, Early Childhood Intervention, and Head Start services— it was a challenge tracking the movement of assets that were checked out to employees at different locations, which contributed to a lack of accountability within individual departments and the institution as a whole.

At times, CHCS had to track about thirty line items at once, including minimal stock inventory, but primarily assets, some of which were accompanied by attachable equipment or accessories. For example, if a laptop was issued out, it may have had a docking station, monitor, jetpack, and signature pad to go with it. This made it mandatory for a tracking system to track individual or bundled equipment so that department heads could immediately know which accessories were together, who had what asset(s) and what was available for other employees to use.

Furthermore, the group needed a system that could compile cost and product information associated with equipment— serial numbers, warranty information, model type, and product specifications. This would keep all asset data organized and prevent the disposal of valuable assets prematurely. Also, the information could be made available to the finance department for audits and asset reconciliations.

Prior to looking for a system, the departments were tracking inventory and assets manually through Excel spreadsheets. Spreadsheets were susceptible to accuracy errors, including incorrectly entered information and formulas. Moreover, multiple people accessed and edited these spreadsheets, which compounded the likelihood of errors.

Furthermore, it was difficult to track actions performed by users, and it struggled to report historical activity, which led to misplaced assets and the inability to maintain an audit trail on the movement of items.

FINDING A SYSTEM TO FIT THEIR NEEDS

After conducting a thorough online search and exploring their available options, CHCS found ASAP Systems' Passport software frequently atop search results. The team saw that it included features that would greatly improve their operations.

It was important for them to find a flexible system that could incorporate the spreadsheet data they already had on file. Although various problems were incurred from using spreadsheets to track equipment, the spreadsheets contained valuable asset data that must be included into the new system to facilitate a smooth transition.

At the same time, the institution wanted to ensure control over valuable assets by being able to verify that only authorized personnel could check out specific equipment. Particularly, a system with signature capture capabilities would satisfy this need and make their inventory procedure more secure.

Additionally, they wanted a system that could provide individualized support without having to jump through hoops to receive help.

"Passport wasn't sold through a 3rd party like the others. We knew we were going to get the support that we needed by dealing directly with ASAP Systems' representatives," says Brown.

GETTING STARTED

During the research phase for an asset tracking system, CHCS reached out to an ASAP Systems account representative to further examine what they had to offer and set up a free personal demonstration of ASAP Systems' inventory and asset tracking software, Passport. One of ASAP Systems' technical engineers shared his screen and navigated through the Passport system, displaying new advanced features and configuration advantages that would accommodate the organization's individual needs.

"It wasn't actually the product that made us choose Passport at first, it was the customer service. We were impressed with how they walked us through the process and didn't try to pressure us into buying like some of the others did," says Brown.

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After watching the demonstration, ASAP Systems recommended:

- Passport Asset Tracking System
- 1 concurrent user (users making changes in the system at the same time)
- Passport Mobile Barcoding Scanner: MC 55 series
- Advanced Features: Excel Import & Signature Capture
- 1 Zebra GK42 Barcode Printer
- Barcode Labels
- Bronze Support Package

Since Passport is menu-driven and configurable, Brown and his team were able to quickly set up the system to fit their needs. Meaning they could rename any data field or assign asset categories in accordance with their asset tracking strategy that involved locations, employee identification cards, and unit numbers.

THE SOLUTION

“The functionality is great and it’s very easy to use. It seems to get easier every time we use the system, and I would recommend this product and ASAP Systems to anyone,” says Brown.

Passport, ASAP Systems’ asset and inventory tracking barcode software, provided the tools needed to successfully track IT equipment and health care resources throughout San Antonio. The daily task of checking out and checking in equipment was quickly and efficiently accomplished with barcode labels and mobile scanners. Also, the organization dramatically increased its visibility by knowing the status of assets in real-time, as well as the items’ pertinent information. In the end, the company’s inventory and asset operations functioned more smoothly and dependably.

Customer support on all channels

“The implementation of the new system went smoothly. The ASAP technical engineers were relentless with resolving any problems. Once they were resolved, there weren’t any further issues,” says Brown.



Through the customer support package selected, online access to ASAP Systems’ Live Online Community Support allowed the institution to receive answers to technical questions, suggest improvements to the software, reference support material, problem- solve and more. Anytime Brown or his colleagues needed help with the system, they quickly connected with a support specialist for help on all channels without wasting valuable time.

An added layer of verification with Signature Capture

With the Signature Capture feature, CHCS can verify that only selected individuals are allowed to check out/ in specific assets by capturing their signature directly on the mobile scanner. Administrators in the system can designate and edit the number of signatures required to conduct any transaction, therefore improving auditing performance and efficiency.

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Reporting is configurable

“The reporting feature helps us on a daily basis with knowing what a unit might have in their inventory and also with budgeting,” says Brown.

As with all Passport features, the reporting tool is configurable to assigned criteria—location, employee, unit number, and cost— so that it may be serviceable for organizational purposes. To boot, the finished report can be exported as a PDF file or excel file, and sent in an email making it easier to track and distribute asset reports at a moment’s notice.

Import data quickly and easily

The Excel import successfully allowed the organization to not only salvage current inventory data on spreadsheets, but also import its data by mapping information and importing directly into the database of Passport. This made their existing data more useful and quickened the implementation.

Ultimately, Passport substantially upgraded CHCS’s inventory and asset tracking system with its ease-of-use, configurability, useful features, and support. In doing so, the software saved them time and money, and served the organization as it received new assets and inventory to be used as the organization expanded.

For more information on ASAP Systems’ inventory and asset tracking solutions,
visit www.asapsystems.com
or contact at sales@asapsystems.com