

## The Company, the Need:

Serving patients and employees alike, Health Partners requires continuous, prompt service from each department of its four locations in Minnesota. With timeliness, effectiveness, and efficiency as three areas central to Health Partners' vision, the company meets customer needs on a variety of levels. One degree of service is by means of the shipping department. Although the company's Bloomington, Minnesota branch serves as its main shipping department, each location relies on the others to most effectively meet the needs of all parties involved.

Five years ago, Josh Bourgojn and John Mapes from the Bloomington location required a tracking system that would allow complete accountability for all inbound parcels. During their search, they discovered SCLLogic and, more specifically, MEI Distribution Solutions. Upon contacting MEI, Bourgojn and Mapes suggested the purchase of SCLLogic's Inbound Tracking System to Health Partners at large. Pleased with the results, Health Partners continues utilizing the services of both SCLLogic's Inbound Tracking System and MEI Distribution Solutions.

## Success through Change:

In past years it was second-nature for Mapes to snatch his notepad on the way to the loading dock area at Health Partners to record incoming packages. Handwriting essential tracking information – tracking numbers, name, department, floor, where the package came from and where it was headed – proved to be a time-consuming process. Mapes, notepad in hand, obtained the necessary signatures upon dropping off packages as well. Processing nearly one hundred packages per day (an increasing number still), trips to the dock and throughout Health Partners' several departments were frequent.

Mapes would visit a department as often as necessary to obtain a signature from the person the package was intended for, or from another employee in the department before leaving the package.

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Josh Bourgojn, Office Services,  
Health Partners

With this manual login, came a number of lost packages. For a company such as Health Partners, with a desire “to be the best and most trusted provider of health care,” perfect accuracy in delivery is crucial.

“The key challenge to bring us to the system was losing items. For some reason, it was always the package we never logged in manually,” states Bourgojn. “So when we purchased the system, the whole idea was to make sure we didn't lose anything else. That [problem] has disappeared entirely,” he explains. This increased accuracy brought quicker and more efficient delivery within each department, causing equally efficient outgoing delivery. If Mapes utilized handwritten records today, it could take his department upwards of two days to process inbound tracking and outbound parcels. With the SCLLogic Inbound Tracking System, his work is done before noon, “which is really good,” clarifies Mapes. Furthermore, if packages come in without tracking numbers or packages without tracking numbers need to be delivered, Mapes uses the SCLLogic system to create the necessary labels.

Four benefits that Health Partners has witnessed include: guaranteed accuracy, first-time delivery, an increased sense of professionalism (from a notepad to web-based technology), and the flexibility to

employ the system on outbound shipping as well. With the SCLLogic Inbound Tracking System, Mapes has the ability to access the location of a package anywhere within Health Partners' four locations. When employees call seeking a specific package, Mapes identifies, within seconds, whether or not Health Partners has received it and where specifically it is located. Additionally, the instant replay option in the system allows him to access his most recent tracking information with no hassle. Reflecting on the system as a whole, Mapes is pleased with the many benefits of working with the Inbound Tracking Software and MEI. According to Bourgojn, “It's a good product. If you use it and you utilize it, it works!”



MEI Distribution Solutions recognizes the importance of the overall flow of inbound and outbound items to a company as vast as Health Partners. Therefore, MEI converses regularly with Mapes to receive updates on the system and its effectiveness. If problems arise within the system, MEI's service department arrives immediately to eliminate the trouble on Health Partners' behalf. MEI appreciates its partnership with Health Partners and strives for continuous satisfaction in meeting its needs.

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