



CASE STUDY

PROVIDING A FULL TURN-KEY SOLUTION FOR MEDICAL TECHNOLOGIES



OVERVIEW

Capsa/Rubbermaid Healthcare has tens of thousands of technology carts in thousands of hospitals throughout North America. Instead of building its own infrastructure to handle the hundreds of ongoing service calls related to those carts each month, the company decided to outsource its handling of those service events to Source Support Services. Capsa/Rubbermaid has realized a strong return on its investment, and Source has outperformed expectations on the service calls while representing Capsa/Rubbermaid in exceptional fashion.

ABOUT CAPSA/RUBBERMAID HEALTHCARE

Rubbermaid, founded in the 1930s, is one of the best-known housewares brands in the world. From its original line of simple, durable housewares, Rubbermaid developed a major presence in a wide array of categories ranging from home and garden commercial and healthcare products; in the health care segment, Rubbermaid's products include



telemedicine carts for hospitals that are intuitive, easy to use and designed around caregivers' unique needs. In August 2015, Rubbermaid Healthcare was acquired by Capsa Solutions. As a single organization, Capsa/Rubbermaid Healthcare now offers the broadest medical product suite available with the unique ability to provide tailored point-of-care computing technology solutions to healthcare providers worldwide.

THE CHALLENGE

Back in 2008, when Rubbermaid's medical solutions were still relatively new to the health care business, it found that providing on-site support and logistics for its tens of thousands of computer carts deployed to thousands of hospitals it serves was costing big money and resources. Specifically, it was remarkably expensive to hire the staff, build out the infrastructure and otherwise support the overhead required to support a service operation. The company knew they didn't want to spend top dollar on building internal support operation center, however they needed a quick response time for their clients. Response time is critical in the health care industry, and responding quickly at scale was an issue. They also had difficulty assigning their service events to staff members with the appropriate skill sets; they didn't want to have advanced staff spending time on simpler repairs instead of working on items more aligned with growing and developing their business. The challenge for Rubbermaid was how to deliver the right service from the right people with the right qualifications at scale.

THE SOURCE SOLUTION

In 2008, Rubbermaid chose to partner with Source Support Services who delivered a full turn-key solution to meet their on-site service requirements. Since then, Source has serviced well over 80,000 medical carts and handles about 500 calls each month.

“Source does an exceptionally good job of responding quickly to a service request. They always outperform our contractual relationship on response time. Each year we review our relationship with Source, and each year the story is the same. We don’t mess with it, because it just works.”

– Steve Sims, Director of Services,
Capsa Solutions

Source has provided a full turn-key solution including:

- Handling service calls from start to finish, with its Support Engineers receiving and troubleshooting calls and routing them appropriately for completion
- Performing break-fix repairs on-site, or remotely if necessary
- Shipping needed parts wherever they need to go
- Handling all logistics related to service, parts and more
- Fielding more complex and challenging service events as needed
- Providing an automated system for managing and coordinating the entire service function



Support more than 80,000 carts since inception

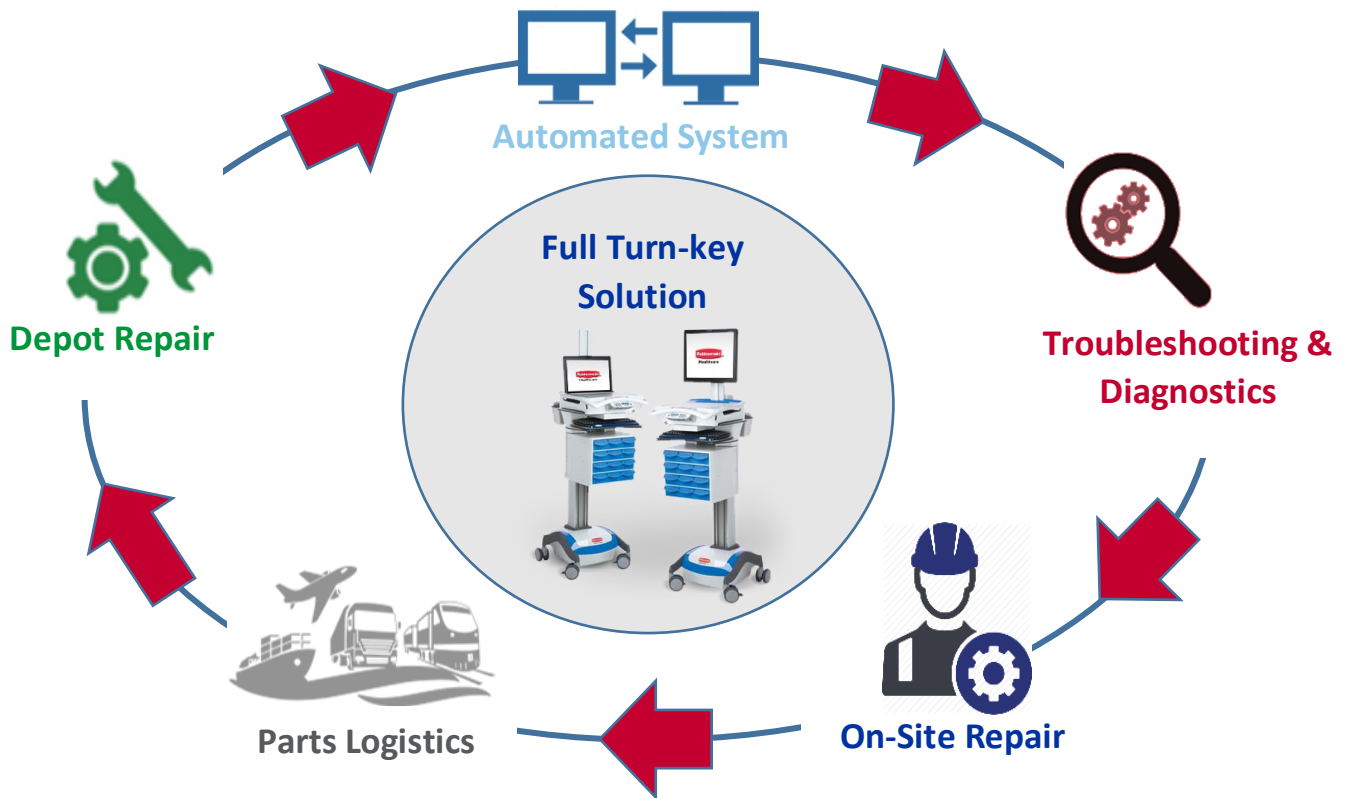


Located in over 2,500 hospitals throughout the U.S. and Canada



Support about 500 service calls per month

Since inception, Source has been contracted to service more than 80,000 carts at more than 2,500 hospitals. Source also handles approximately 500 calls related to Capsa/Rubbermaid technology carts each month.

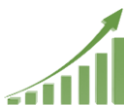


RESULTS AND BENEFITS

Capsa/Rubbermaid have seen several strong value-added benefits from its relationship with Source. They include:



End customers' issues are being resolved quicker and more efficiently. In monthly satisfaction surveys, Capsa/Rubbermaid hears regularly from customers that Source universally does an exceptional job.



The company has realized tremendous cost-efficiencies and scale, and has reallocated skilled staffers to solve more value-added technological challenges.



The Source logistics and parts capabilities have added efficiencies to the Capsa/Rubbermaid supply and service processes.

By partnering with Source, Capsa/Rubbermaid has moved from continuing to invest time and capital in growing their own support operations to providing an efficient outsourced solution that enables them to scale. The company is able leave the day-to-day support operations to the Source experts while putting their focus on the expansion of their business. Source continues to provide the highest level quality support to exceed their customers' expectations.