



# Use Study | Responding With Complete Visibility

Austin is one of Texas' largest cities, containing the fourth-largest population of all Texas cities and housing the capital building for the state. One of the many departments managed by the city is the emergency medical service (EMS). The City of Austin's Emergency Medical Services Department provides emergency medical responses to Austin and Travis County citizens serving a population of over 2.2M citizens in a service region of over 1,039 square miles.



## THE CHALLENGE

The Austin-Travis County EMS is responsible for tracking medical and equipment supply distribution to over 100 different locations. Many medical supplies transported are perishable, and this adds additional layers of tracking needs like monitoring expiration dates and storage temperature. Because of the unique metrics monitored, the department cannot rely on a manual asset and inventory management process. Spoilage increased due to product expiration or improper storage, so did the loss in revenue and the concern of inadequate supplies in medical emergencies.

Along with monitoring the state of the supplies, Austin-Travis County EMS also needed to safely secure the supplies and decrease the shrinkage from general loss or theft.

These combined challenges forced Austin EMS to overstock supplies to account for the loss.



## THE SOLUTION

After an extensive selection process, the City of Austin selected the Apptricity Asset and Inventory Management solution to address the problems they faced in supply management. Apptricity's solution covered the main areas of need:

- Monitoring supply vehicles & ambulances, including their onboard supplies
- Tracking supply quantities at each medical stations & storage facility
- Tracking EMS assets & medical equipment



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## Tracking the Vehicle and Supplies and Equipment Within

The Austin-Travis County EMS solved many of their shrinkage issues by outfitting supply vans and EMS ambulances with Apptricity I-Connect Controllers and tagging their essential assets and supplies with RFID tags. This combination of hardware provided increased visibility into the quantity of each vehicle's inventory and improved tracking of critical EMS equipment such as monitors, stretchers, backboards, and stairlifts. Each Apptricity I-Controller was outfitted with an LTE antenna and multiple RFID antennas, giving the department the ability to scan items in real-time and have data sent to the Apptricity Cloud through LTE connectivity.

## Real-time Inventory at the Medical Station

Using the same configuration of Apptricity I-Connect Controllers and RFID tags, the Austin-Travis County EMS has gained real-time insight into supply quantities at each medical station. Automated cycle counts are conducted to update quantities at each location, eliminating the manually counting supplies' error-prone process.

## Automated Movement Updates sent to MAXIMO

As supplies and assets are transferred from the warehouse to supply vans, EMS ambulances, and medical stations, Apptricity I-Connect controllers constantly scan RFID tags and update each item's location. Real-time data is sent to the MAXIMO system used by Austin EMS for resource planning and inventory costing.



Apptricity helped Austin EMS reduce shrinkage and gain real-time visibility into the quantity and location of essential supplies and medical assets with a combination of cloud-hosted software and IoT-enabled hardware. To see how Apptricity can help your city, contact [info@apptricity.com](mailto:info@apptricity.com) or learn more at [apptricity.com](http://apptricity.com).

## THE APPTRICITY DIFFERENCE

Apptricity is a global enterprise asset management software provider. We create software for asset tracking, inventory and work order management, field services, and spend and travel management. Our software utilizes IoT, cloud-based solutions to make our customers more efficient. Apptricity brings your organization secure, universal platform solutions.

Our software helps you optimize tracking processes for your inventory, assets, and expenses. Additionally, it easily integrates with your existing systems. Global corporations and governments rely on Apptricity to provide real-time visibility to their asset management, focusing on automating your supply chain execution and spending processes.



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