TRACKVIA

UCSD DIGITIZES ASSET MANAGEMENT FOR GREATER CONTROL, VISIBILITY & EFFICIENCY

Modern, mobile technology replaces paper forms, helps to eliminate lost assets, reduces manual paperwork, and improves customer satisfaction.

UC San Diego

With dozens of workers, hundreds of faculty members, various suppliers, and thousands of order forms, the UCSD University store found that using paper to manage the ordering and delivery of its gas cylinder inventory to be problematic. Cylinders got lost or went missing. Discrepancies over delivery became complicated. Ultimately, time and money was being wasted.

PROBLEM:

UCSD had long used a paper-based process for tracking its orders and cylinders. Although simple, their previous processes were manual, prone to human error and lacked an easy way to investigate lost or missing items. Checking inventory levels and re-ordering items was slow and cumbersome. For example, if a cylinder got lost or went missing, it wasn't always clear who was responsible, so the University store often covered the $250 charge. Ultimately, the University was wasting hundreds of hours each month and losing money in the process. They needed a better way to do things.

SOLUTION:

With TrackVia, the University store was able to quickly digitize its paper-based processes and automate the coordination of tasks from one step to the next. As orders for gas cylinders arrived, workers fulfilled orders using digital pick lists. TrackVia even provided the appropriate transportation tags, which are required by law when transporting gas cylinders. Once the cylinders were delivered, customers signed electronic forms to confirm receipt, documenting the exact time and location of each delivery. In addition with TrackVia, the process of re-ordering inventory and then checking it for accuracy were automated and streamlined.

RESULTS:

Despite still being in the early phases of its rollout, the University store has already reported a dramatic increase in overall process efficiency and accuracy. They've eliminated manual data entry and now have centralized, real-time visibility into asset and inventory levels. With inventory levels always up to date, they no longer have to place one-off orders for out-of-stock items. Lost or missing assets and inventory have also decreased, which will help the University store save time and money. Perhaps most importantly, customer satisfaction has increased dramatically, as orders are being fulfilled more accurately and on time.