



TECHNICAL GAS PRODUCTS USES EQUIPMENT MANAGER SOFTWARE TO PROVIDE BETTER SERVICE TO ITS CUSTOMERS

CUSTOMER BACKGROUND

Technical Gas Products Inc. has been a market leader in long-term respiratory care since 1993. But in 1999, when the cutting-edge technology of the O2Safe System was developed, they stepped out way ahead of the pack.

With their patented, state-of-the-art system, O2Safe Solutions redefined the way USP grade medical oxygen gets delivered to long-term care facilities. Taking an innovative approach and providing a helpful, effective response to their customers' needs and concerns, they have become recognized as the finest service-oriented supplier. They are a responsive business partner with dozens of sub-acute, general respiratory, rehabilitation, and convalescent facilities throughout the northeast.

BUSINESS ISSUES

With just over 25,000 tanks spread across some 250 customers in the Northeast, Technical Gas Products was faced with an increasingly growing and costly problem of knowing the exact whereabouts of each and every tank in their inventory. Distribution of their products takes place from four distribution centers located in Connecticut, New Jersey, Massachusetts, and New Hampshire. They have some 20 delivery trucks that handle the majority of the workload. Managing the high traffic of gas cylinders moving between the distribution center, the customer, and the filling locations requires a small army of technicians, planners, drivers, and warehouse personnel to coordinate, plan, and execute the logistics to pick, load, deliver, pickup, and fill hundreds of cylinders each day. Everything from the empty cylinder itself, to the consumable gas that is inside, to the accessories needed is staged, checked out and tracked down to the bin, lot, and serial number. In addition, these items must also go through a rigorous inspection process that sometimes requires additional tracking. Technical Gas Product's challenge is to do with for all 25,000 pieces of equipment.

XCELIWARE SOLUTION

The only solution that made sense for Technical as Products was to track every single item movement from receipt through to the job and back again. The system they selected combines the flexibility of a Microsoft SQL based Equipment Tracking Software package with the power and mobility of bar code scanning technology. Xceliware's Equipment Manager tracks the movement of over 25,000 assets on a daily basis. The software uses mobile handheld wireless computers to scan and capture critical data points throughout the life of each asset. Among the key features of the system is the software's ability to maintain a history for each asset, create work orders for each job, perform maintenance in house or in the field, and compare inventory levels with sales forecasts for future job requirements.



“Equipment Manager Software integrates all of the services required to effectively and economically manage the tracking and delivery of our products. It helps to provide us with a competitive edge in our market by providing consistent, accurate, and reliable services to our healthcare customers.”

Tom Mason
President
Technical Gas Products

