

Case study

FUELING LAB GROWTH THROUGH STRATEGIC LOGISTICS



CHALLENGE

Relieving strained resources to meet innovation and growth goals

Until 2012, one of the largest integrated lab networks in the U.S. ran its own 70-person courier team. While effective, the internal operation required significant resources and investment, leaving less capital and time for laboratory innovation—something they were eager to pursue.

Leadership saw logistics as critical to patient care but managing it in-house limited the agility needed for future growth.

SOLUTION

Aligning with a last-mile logistics partner to free up resources

The lab decided to partner with MedSpeed to outsource its logistics network. With advanced healthcare-specific technology and rigorous quality control processes, MedSpeed gave them confidence that their logistics would be handled with the same precision and care as their laboratory work.

MedSpeed's cultural fit, proven processes, and shared growth focus made them a natural partner. Not having to worry about logistics ensured the lab could stay focused on providing high-quality service and care.

AT A GLANCE

Challenges

- 70 in-house logistics staff across two states
- Capital tied up in vehicles and operations
- Needed faster, more reliable specimen transport

Benefits

- 20% annual growth over the last decade
- Freed time to focus on microbiology automation and digital pathology
- 70 employees transitioned to MedSpeed; 60% still with us



“I have total peace of mind knowing we have a strategic partner that can take on anything side-by-side with us.”

LAB CEO AND PRESIDENT



“Part of the drive for doing this [bringing on MedSpeed to handle logistics], was the intention to add this kind of tremendous growth...we had to acknowledge that we couldn't do everything ourselves.”

LAB CEO AND PRESIDENT

RESULT

With MedSpeed, the lab was able to redirect resources and realize benefits across three key areas:

- **Innovation:** The lab invested in major advancements in microbiology automation, digital pathology, and blood conservation protocols. They also co-developed novel processes with MedSpeed, such as specimen incubation during transport, which sped time to results for patients.
- **Growth:** With logistics streamlined, the lab sustained 20 percent annual growth for more than a decade while maintaining clinical excellence.
- **Employee Transition:** MedSpeed worked with the lab to create a thoughtful transition plan for the 70 internal couriers. Nearly all were offered roles with MedSpeed, and today more than 60 percent remain with the company or have retired from it.



LET'S CHAT ABOUT YOUR NEEDS

Want to see how MedSpeed's connected network can bring more value to your lab? Connect with us today at [medspeed.com](https://www.medspeed.com) and let's discuss how we can help your lab achieve its goals.

