

Case study

DRIVING GREATER VALUE THROUGH CONNECTED LAB LOGISTICS

CHALLENGE

Leveraging a connected logistics network to do more

A reference lab was looking for creative ways to increase efficiency and reduce costs using their connected logistics network. Like many labs, they were under pressure to do more with less, while maintaining accuracy and compliance.

SOLUTION

Implementing a unique solution for centrifuge calibration

Building on our established partnership, we proposed a unique solution: training our Logistics Service Representatives (LSRs)—our term for drivers—to calibrate and charge the lab's centrifuges upon delivery. Leveraging existing connectivity, we replaced their costly outsourced model with a streamlined, cost-efficient process. With more than 60 centrifuges in use, calibrations now happen during scheduled material drop-off, with annual re-calibrations performed quarterly.

This eliminated dependence on an outside vendor, simplified operations, and turned a routine delivery into a value-added service—proving that logistics can play a direct role in supporting lab performance.

RESULT

The lab realized benefits across key areas:

- **Efficiency:** Deliveries and calibrations were completed in a single trip, creating a smoother process.
- **Cost savings:** The solution eliminated the need for a third party, reducing both time and expenses.
- **Trust:** With MedSpeed drivers embedded in operations, the lab viewed MedSpeed as a trusted extension of their team.



AT A GLANCE

Challenges

- Rising pressure to cut costs without sacrificing quality
- Outsourced calibration driving up expenses and delays
- Inefficient processes burdening lab staff and slowing workflows

Benefits

- Increased efficiency with built-in calibration upon dropoff
- Significant time and cost savings through in-house efficiency
- Seamless operations with quarterly scheduling and zero disruptions



Want to see how MedSpeed's connected network can bring more value to your lab? Connect with our team at [medspeed.com](https://www.medspeed.com) to explore personalized solutions.