CASE STUDY

Rotech Healthcare

Through managed enterprise mobility and a planned digital transformation, Rotech achieves better patient outcomes.

With better devices and connectivity, MetTel empowered Rotech Healthcare with an innovative mobile initiative that increased Rotech's workforce productivity and customer contact by 140%, and patient care and personalization at healthcare facilities both measurably increased.

Customer

Rotech Healthcare is a national leader in providing respiratory and sleep apnea treatment as well as home medical equipment. Thousands of employees in the Rotech family of hometown companies deliver outstanding customer service and the very best in quality patient care through hundreds of locations nationwide.

Challenge

Rotech helps to ensure that patients receive the necessary medical equipment and devices vital to support greater patient outcomes utilizing the most innovative, secure and cost-effective delivery systems. Rotech needed to improve efficiency in order to meet increased patient demand.

"Prior to our engagement with MetTel, we faced a number of challenges. Paper-based processes, problematic legacy systems, inefficient back-end operations, a lack of interoperability, and delayed payments," says Mesha Sookdeo, Rotech's CIO.

For more info, contact your MetTel agent or visit **mettel.net**.

ROTECH HEALTHCARE INC.

Summary

COMPANY PROFILE

- A leading home healthcare company
- 325+ locations across the U.S.
- 3,000+ employees
- Customer since 2016

CHALLENGE

- Paper-based, inefficient processes
- Outdated devices
- Problematic legacy systems
- Multiple carriers, invoices and contracts
- No useful routing software

FEATURED SOLUTIONS

- Enterprise Mobility: Kitted, staged and protected 4G tablet devices
- UC-One App: Preloaded on mobile devices for improved communication
- Mobile Device Management: Centralized control over all mobility with AirWatch
- Bruin Platform: Manage inventory, usage, spend, reporting and repairs

KEY RESULTS

- Increased patients visits from five to 12 daily
- Added efficiencies by going paperless
- Worry-free, scalable solutions for all location
- Cost savings through Enterprise Mobility Management program

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Solution

MetTel deployed more than 700 customized Samsung tablets with 4G wireless service to field technicians. This enabled the drivers to make hands-free calls to patients to confirm appointments, navigate their daily route more efficiently and complete paperwork electronically—all from a single device.

"We've digitally standardized processes across the board and integrated stringent security measures to protect our patients' healthcare data. We are in the process of digitally transforming all aspects of our front-end and back office operations, which has served as a force multiplier for our business," says Sookdeo.

MetTel pre-kitted and staged each tablet, providing the end-users with everything they needed, straight from the box. All tablets were kitted with Bluetooth headsets and staged with AirWatch mobile device management (MDM). MDM locks each device, adhering to HIPAA regulations and also enables remote management for simplified ongoing support. The tablets were also preloaded with MetTel's UC-One app, which allows drivers to call their patients directly from the tablet with one touch, keeping them safer while on the move. Finally, MetTel's communication management platform manages inventory, usage, spend, reporting and repairs for an end-to-end system that is standardized, streamlined and incredibly effective.

ABOUT METTEL

MetTel is a leading global provider of integrated digital communications solutions for enterprise customers. By converging all communications over a proprietary network, MetTel enables enterprise companies to easily deploy and manage technology-driven voice, data, wireless and cloud solutions worldwide. MetTel's comprehensive portfolio of customer solutions boosts enterprise productivity, reduces costs and simplifies operations.

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Results & Impact

INCREASED PATIENT VISITS

Eliminating manual log sheets and going completely digital has increased scheduling efficiency and productivity by 140%—from five patient site visits a day, to 12. Rotech's technicians also have the ability to flexibly adjust their schedules based on new patient or delivery data. With the support of MetTel, Rotech is able to bolster its mobile workforce by connecting field service technicians and sales representatives anytime from anywhere. With 325 branch locations and more than 3,000 employees across the U.S., the net effect of a more connected workforce continues to be substantial.

> "The result has been an increase in productivity, better resource allocation and improved service to our patient and institutional customers."
>
> **Mesha Sookdeo**, CIO

SINGLE POINT OF CONTACT

All wireless service accounts are now managed with one point of contact, regardless of underlying carrier. Rotech has a single billing platform that tracks all spending on a line-by-line basis and provides for optimized telecom inventory management based on real-time usage reports.

FULLY-MANAGED MDM SYSTEM

MetTel fully monitors and maintains Rotech's device lifecycle management technology and deploys, configures, manages, supports and secures all devices through its award-winning system.

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