



MedSpeed improves proof of delivery by implementing mobile friendly custom-built vehicle mounts.

MedSpeed is a medical courier that helps healthcare organizations physically integrate through the enterprise-wide movement of patient and business-critical items. They were looking to implement an outside-the-four-walls solution for their workers to capture proof of delivery and point of care at the various patient and healthcare locations while being supported by an enterprise solution provider on the hardware, staging and configuration.

OCR Canada partnered with Honeywell and SOTI to deliver a hardware, software and services field mobility solution. OCR Canada recommended the Honeywell CT60 mobile computer and an OCR Canada custom-built vehicle mount for their proof of delivery and point of care solutions. However, the professional services is what differentiated OCR Canada from the competition. OCR Canada offered their own True Support services, which includes a platinum-level technical support, repair triage, and service management for all covered products. In addition to True Support, OCR Canada conducts spare pool management, RMA triage, staging (kitting and packaging), software loading and configuration for over 1,600 devices that get delivered to all their locations nationwide. Furthermore, OCR Canada manages the remote desktop and provisioning of the devices using SOTI mobile device management. In addition to the devices being covered with OCR True Support, they are also backed by Honeywell's 5-year comprehensive service contracts.

“OCR Canada listened to our needs and questions. Their availability and follow-up was diligent and thorough which ensured that the right resources were brought forward as solutions to the problems and assignments we had.”

– Robert Jostes, MedSpeed