CASE STUDY: CATAPULT HEALTH SWITCHES TO ASSET PANDA, EXPERIENCES RECORD PRODUCTIVITY

EFFICIENCY UP AND LOST ASSETS DOWN, REPORTS DIRECTOR OF OPERATIONS AND SUPPLY CHAIN RODNEY HESTER

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asset panda™

Catapult Health's mission is to empower individuals to improve their health. The company does this by providing convenient, affordable checkups to workplaces across the United States.

Asset Panda Solutions:
• general asset tracking and management
• maintenance information and records
• generation of "check in" and "check out" forms
• mobile audit/GPS tracking
• ability to tag and search assets using barcode scanner
• warranty/user manual access
• role-based user configuration
• custom tags and fields

Industry: Healthcare

Location: Dallas, Texas

Customer since: December 2017

Catapult Health exists to solve a problem.

"The delivery of preventative care and basic primary care in America is broken," David Michel, founder, and chief executive officer of Catapult Health told the Dallas Business Journal in 2017. Only 20 percent of Americans receive preventative care each year, so he started Catapult Health to bring preventative care to Americans, by offering check-ups at workplaces around the country.

Once an employer schedules an event with Catapult Health, the medical company springs into action. It gathers information about the employer's company, the number of employees, and the company benefits package. Then it organizes a medical checkup event that streamlines with the majority of employees' eligibility requirements while creating minimal disruption to the workday.

During the event, each employee meets with a licensed and board-certified Catapult Health Nurse Practitioner in order to get the yearly checkup they might otherwise not have time for. Using advanced biometric technology, nurses give employees a clear profile of their health and the preventative steps they can take in the future—all within 30 minutes.

Michel founded the company in 2010 to present an alternative solution to a severe problem in American health care. But at the same time that the company was empowering Americans to take care of themselves, Catapult Health was struggling with a serious problem of its own. With only 400 employees serving the entire United States, the company is comparably small to other companies that pursue nationwide missions. It needs to be able to move quickly and not get bogged down in getting from point A to point B. The life-saving medical equipment the company uses isn't cheap, and machines must travel to workplaces around the country without getting lost or broken. Catapult Health needed a better strategy for keeping track of devices that can cost as much as $50,000 each.

The company decided on Asset Panda, a leading solution for companies looking to manage and track their equipment digitally, no matter where it is or needs to go. Before Asset Panda, Catapult Health employees needed to figure out the logistics all on their own. Now, they can log which equipment is going where and when with the click of a button. The small company can rely on technology to take care of asset location while its workforce focuses on the company's core mission: to "empower individuals to improve their health."

With Asset Panda in their arsenal, Catapult Health is now able to:

• Track assets as they travel nationwide
• Create custom actions to check in and check out equipment
• Assign varying roles for employees based on their needs
• Instantly identify equipment with a barcode scanner
• Access asset tracking via a mobile app
• View an asset's complete travel history
• And more!

The Challenge

Catapult Health is not a particularly large company, but this is more of an advantage than a detriment. Since it employs around 400 people nationwide, it is particularly nimble, capable of communicating tasks to employees who act quickly. But to help so many people with considerably small staff, the company needs to be able to move quickly and travel well.

Catapult Health helps a lot of people each year. In 2018, the company will offer checkups to more than 130,000 individuals, helping them to identify and cure treatable conditions like high blood pressure, diabetes, and depression. This number is particularly impressive given Catapult's size.

Armed with the knowledge that many Americans don't go to the doctor regularly, Catapult Health brings preventative care to Americans instead. The company works with offices, campuses, and other places people work and study to offer accessible half-hour check-ups. Frequently, this surfaces health conditions that people didn't know they had so they can seek treatment.

Employers all over the United States coordinate with Catapult Health to organize on-site events in which all of their interested employees can get check-ups on the same day. Catapult Health's fees are processed through a business's health plan as a claim for preventive care at half the cost of regular patient care, with no deductibles or copays.

These on-site check-ups work similarly to any other doctor's appointment. Patients meet with licensed nurse practitioners who conduct lab-accurate blood work. Within 30 minutes, patients get the tests back and work with a nurse to build their action plan based on the results. Finally, after a full day of check-ups, the Catapult Health packs up all of their medical equipment, ready to visit a new location tomorrow.

Rodney Hester, Director of Operations and Supply Chain for Catapult Health, said the company's mission is to empower people to improve their health.

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>
> - Rodney Hester,
> Director of Operations and Supply Chain

"We have a lot of testimonies from people who say, 'Catapult found this and I had no idea,'" he said. "Every day, we're trying to help people."

For years, Catapult Health had trouble finding software that was able to keep up with the company's quick and frequent movement. In order to provide check-ups across the country, Catapult Health needs to account for medical machines that can cost up to tens of thousands without it getting lost in transit. Additionally, much of the equipment Catapult Health requires to conduct blood tests, for example, needs to be refrigerated. That means that not only is it a problem if the equipment shows up to the event too late, but also if it comes too early.

"We're a time-based supply chain. We can't get things on site too early because a lot of our stuff is refrigerated. It has expirations on it if it's out of cold storage. You can't get there too late, but for us, you also can't get there too early," Hester said. "And if we have an equipment issue and things don't arrive if we have to cancel an event, that might involve canceling for 100 people that day who were counting on attending the event."

To help more people, Catapult Health first needed to be able to support itself. That's where Asset Panda comes in.

The Solution

Prior to Asset Panda, Catapult Health was trying to keep track of everything with simple Excel spreadsheets that weren't up to the job.

"Everything was manual and on spreadsheets, or people saying, 'I just know this,' and then not being sure," said Hester. "The goal with Asset Panda was to get this institutional knowledge out of our heads and into one central place. A single piece of medical equipment might be worth $10,000, so when we didn't even know what state it was in was a serious problem."

With a corporate headquarters in Dallas, Texas and four different logistics depots across the country, and assets that are regularly transported across the continental United States, Catapult Health didn't just need a clear picture of where anything it owned was at any given time. It also needed to be able to access the past and future of its assets: which office site they had just come from, and which upcoming event they were scheduled to go to next.

Hester knew something had to change, but didn't think a scrappy company like Catapult Health could afford the pricey warehouse management software he'd used back when he used to manage the supply chain for a larger company. That's when his chief technology officer introduced him to Asset Panda, a software solution with the same functionality as the software Hester was used to, but with the ability to scale its price for smaller companies. Rodney said the company CTO has a relationship with Asset Panda founder Rex Kurzius, which is how they discovered the software and began looking into it as a potential solution for the Catapult team.

"My background was in large warehouse management systems. The processes fit us, but the dollar amount wasn't feasible," he said. "Then we did an Asset Panda demo and realized this would allow us to conduct major supply chain processes, but at a cost, we could afford."

Hester said it took about a week to switch over from the old Excel spreadsheets to Asset Panda. He was especially grateful that Asset Panda technicians were willing to listen to his process and customize the software to fit Catapult Health, not the other way around.

"A lot of the time you work with vendors, it can get frustrating at times if they're not listening to what your process is," he said. "With Asset Panda, we didn't have that at all. From the first phone call, talking through our process and what we do, everybody understood exactly what we were asking for. They helped us adjust things to fit our system."

By switching to Asset Panda, Catapult Health was able to convert its strained Excel spreadsheet system into one single cloud-based data system. Instead of searching for the right spreadsheet only to discover it hadn't been updated, Hester and his team could now get a snapshot of the entire Catapult Health asset inventory—where things are, where they've been, where they are going next, and when they will be due for repairs.

"When I first started with Catapult, this information was all over the place. Sometimes it was on spreadsheets, but it could also be just somebody's knowledge that something was at a certain location," Hester said. "We were always asking, 'Where is this? Are you sure?' but now we know for sure, and all that information is in one place."

The Results

Switching to Asset Panda had dramatic results for Catapult Health from day one. Here are some of the many positive outcomes that Hester and his team experienced:

Fast and Mobile-ready

Previously, Catapult Health's Excel spreadsheets were clunky and couldn't be accessed unless employees were sitting at a computer. Now, employees can check the status of company assets whether they're on-site at an event or even while they're in transit.

"During the decision-making process, we loved how Asset Panda was web-based and allows us to access stuff on mobile phones," Hester said. "We do a lot of remote stuff when our team is on site, so having them be able to access an app on their phone is awesome for us."

Fits Varying User Roles

At Catapult Health, everyone has a different role to play, and their custom Asset Panda configurations reflect that. Depending on whether an employee is a logistics specialist, a registered nurse, or somewhere in between, they have a different dashboard with access to the specific functions they need for their position. Hester said that this doesn't only make work easier moving forward, but in particular makes it easier to train employees on the software.

"With so many people being remote, it's great that we can set up different roles for people so we know exactly what they can and can't access," said Hester. "By configuring the system specifically to an employee's job functions, it lowers the learning curve. It kind of comes naturally to you. It's just really intuitive, which definitely helps us out."

Fewer Lost Assets

Catapult Health sends hundreds of often-expensive assets around the country every day. Before Asset Panda, it wasn't just common for the company to lose items in transit, but also frequent that technicians weren't sure where and how something disappeared.

"We used to waste so much time trying to track things down," said Hester. "As we ship things across the country, we have multiple carriers like FedEx who move things for us, and you never know what's going to happen with those carriers. Let's say we ship a kit of ten cases and one disappears. In the past, it was a process of elimination to see which piece of equipment was lost and what we're looking for. If we didn't have Asset Panda, we would still be in that boat."

Today, Hester can log assets that are scheduled for transit and check them off when they arrive. If something doesn't show up, he knows right away.

Hours Saved

Before Asset Panda, Hester's entire day could be derailed by a lost asset. He and his supply chain team would need to match together spreadsheets and employee accounts in order to figure out when and where a piece of equipment went missing.

"I would say we've probably saved 3 to 4 hours a day," he said. "Trying to track down all the places a piece of equipment was supposed to have gone in the last week to find it… that piece of our job has gone away. Asset Panda easily tracks the movement now."

With those hours freed up, Hester said the team can put more time into Catapult Health's main mission: to help as many people as possible.

"It has eliminated the back and forth of trying to track things so we can focus more on the work we do that adds value," he said. "Our mission statement is to 'empower individuals to improve their health.' We can put more time and effort into that work because Asset Panda has the asset tracking under control."

Conclusion

Catapult Health has been using Asset Panda for a little over a year. In that time, Rodney estimates that the company has saved $13,000 annually. Previously, employees wasted valuable time (up to 4 hours a day, Rodney said) tracking down lost or missing equipment instead of working on tasks more closely related to Catapult's mission. Now, those saved hours have added up to significant savings for the small company.

The results were immediately noticeable to Hester and his team, but what he didn't expect was how noticeable the change would be to the company's clients.

"Clients who have had to deal with event cancellations in the past notice that we rarely have to do those, so they may praise us with words like, 'Catapult doesn't cancel events,'" he said. "That's thanks to the process we've developed while using Asset Panda."

While the company is far more efficient than it used to be, Hester says that the supply chain and operations teams have not changed their workflow dramatically. They still have the same routine they've developed over years of testing, only now that's supported by Asset Panda.

"I feel like Asset Panda is configurable to somebody's process," said Hester. "In the past, some systems I've used were inflexible: it was easier to change my process than to change the software. But Asset Panda is flexible enough to adjust to us instead."

As a small company whose clients far outnumber its employees, Catapult Health faced unique challenges and needed a solution that could match its flexibility and speed. One year later, Hester is confident that they've found that solution in Asset Panda and aren't looking back.

"Asset Panda makes it so easy to be a small company that moves quickly and always is changing things in order to be better," he said. "Asset Panda can keep up with us."

About Asset Panda

Asset Panda, the most powerful, yet simple to use free asset tracking software in the world, enables clients to track their IT assets exactly how they want, and from the mobile devices they already carry. The platform may be accessed either online or via free mobile iOS and Android apps that sync with the cloud. The apps include a mobile barcode scanner, so there's no need to purchase a separate handheld barcode scanner. Users can add voice notes, videos, documents or photos to the asset's information. The tool allows users to view check-in/check-out status, GPS location, lease/purchase information, complete maintenance history, insurance information, and the depreciation and in ation calculations your accounting and compliance teams require. Companies of every industry sector and size – including some of the world's biggest brands – have chosen Asset Panda to help them manage millions of dollars' worth of vital assets.

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