

Case Study

Leading Healthcare Logistics Company Improves Customer Experience with Real-Time Visibility

A leading healthcare logistics company was looking to upgrade their WMS system. They wanted to move away from an aging system and decrease their technical debt. They had recently upgraded their visibility functionality, but it was subpar at best. They still needed help with their core needs: giving clients access to their order statuses in real-time.

The team set out with a list of criteria they were looking for in a visibility solution. They still needed a seamless way to extract data from their WMS and give their customers access to their order statuses. For an organization that processes thousands of orders a day, this would be a game-changer.



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"Rebus is more than a visibility tool. It is a powerful, flexible, and easy-to-use solution both internally and with customers, helping us understand what is happening within a warehouse."

Systems Integration Manager



The Challenge

Internal teams tried to find a solution. They invested into Power BI and built a portal that could provide this data to external clients. But the data was still only replicated nightly, not in real-time. It didn't solve their problem. They needed an easy-to-use solution that clients could navigate on their own with real-time access to only the data they needed.



The Rebus Differentiator

Real-time visibility enables teams to make informed decisions. With Rebus, this provider gained an added layer of analytical insights that were easy to share with various stakeholders, as well as robust LMS capabilities. This made Rebus stand out above other solutions



Increased Customer Satisfaction

One of the main qualifying criteria of Rebus was the ability to share data in real-time with both internal teams and external clients. With Rebus, clients had real-time access to order statuses and could track their inventory as it moved through the supply chain. The ability to self-serve reduced client dependency on internal teams, who saw a decrease in order status requests. That led to increased customer satisfaction.



Increased Visibility

Real-time visibility was a complete game-changer. Teams could digest large sums of data quickly within the dashboard. And with customized widgets, each team could focus on their unique areas of interest. With 75% of shipments for same-day delivery, teams needed a solution to manage orders in real-time. Now they can track aging inventory, orders received, cut-off times, and count of orders by service level, all in real-time.



"I'm a huge fan of Rebus. If I were to go to another place where they were looking for a solution, Rebus would be at the top of my list. I find it extremely easy to use. Very powerful. The flexibility to not only surface data but present it in multiple formats and in custom logic to make it more valuable is fantastic!"

Systems Integration Manager



Quantitative Results

Time Savings

Before implementing Rebus, external stakeholders used to inundate the development team with requests about the WMS platform. The team had the expertise to field the questions, but it wasn't a part of their core functions. It ate up precious time and resources from their daily activities.

With Rebus, internal and external stakeholders—including customers and clients—have real-time access to order data, and by extension, the WMS. This has freed up time and resources for the development team.

Development and support teams gained back over 40% of their time with the implementation of Rebus. They now use that time to focus on their core responsibilities.

Rebus is a unified platform that provides real-time visibility into the warehouse for distribution teams who need access to make point-in-time decisions about their warehouse operations, labor management, and inventory. Unlike other visibility solutions that focus on more readily available data from trucks and rail, The Rebus Platform focuses on the heart of the supply chain – the warehouse. By connecting disparate systems across the distribution network, logistics professionals have unparalleled access to view and manage their warehouse like never before.



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1-888-904-4005