



## Case Study: Hospice Source improves hospice care with field service management technology from ServicePower



[www.servicepower.com](http://www.servicepower.com)

**Hospice Source**  
MEDICAL EQUIPMENT FOR HOSPICE CARE

 **ServicePower**  
Simplified Service Delivery. Maximized Profitability.



**The Company** - Hospice Source, a US provider of medical equipment, was founded in 1997 to improve the provisioning of medical equipment to an ever-growing population of hospice patients. Within a short amount of time, the company recognized the need to also provide technology solutions to hospice caregivers for the ease of ordering equipment for their patients. Building on a solid, compassionate business model, Hospice Source today specializes solely in hospice related care, offering a unique blend of highly trained field service teams, the highest quality equipment, and the fastest response times available, 24 hours a day, 7 days a week.

“ Hospice Source endeavors to provide the highest quality medical equipment, delivered timely by highly trained staff, where and when it’s needed to meet the needs of patients and their caregivers. ServicePower will enable our team to build on that tradition with shorter delivery times, more accurate appointment promises and the highest levels of schedule adherence. This will reinforce and underline the trust that the hospice community puts in our teams. ”



**Jeff West**  
CEO, Hospice Source



## The next level of hospice care



Swift response time is critical for hospice patients, their caregivers and their families.

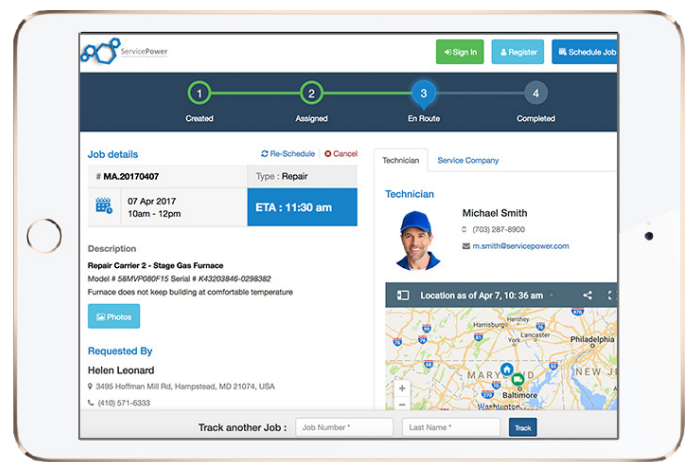
[Hospice Source](#) knows that swift response time is critical for hospice patients, their caregivers, and families. So, they chose ServicePower's field management solution to further improve their responsiveness with even shorter delivery times, more accurate appointment promises, and the highest levels of schedule adherence.

ServicePower's workforce management platform enables Hospice Source to optimize all field operations, ensuring the highest quality medical equipment can be ordered and delivered within - or in some cases exceeding service level agreements.

It starts with the ServicePower online caregiver portal, which streamlines the ordering experience for hospice partners by providing real-time technician scheduling, two-way communications and updates on delivery status, improving visibility of the entire process.

ServicePower also improves delivery speed and installation efficiency with real time route op-

timization. The optimization module uses the latest in artificial intelligence (AI) to understand what's needed and where, assigning the best field technician for each patient based on skills, certifications, and geographical knowledge. It also con-



### Online caregiver portal streamlines ordering

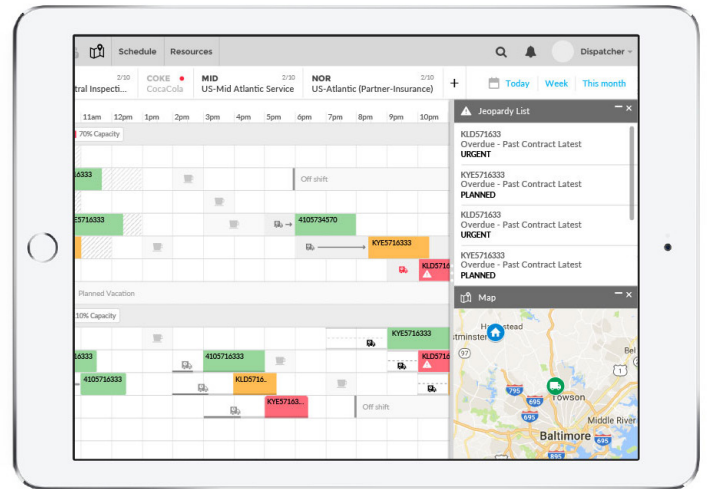
siders unique parameters such as vaccinations or facility access authority, ensuring the most appropriate field service worker is assigned. The end result for Hospice Source is not only a less



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costly delivery for the company, but also more productive field teams.

Finally, the configurable mobility software enables Hospice Source and its hospice partners to factor in variables such as desired installation or service time, patient priority, equipment availability and inventory location, enabling Hospice Source technicians to deliver a unique, compassionate experience that is personalized for patients.



Scheduling Dashboard

## The End Result

Hospice Source's mission is to offer compassionate care through the provision of the highest quality medical equipment, delivered timely by highly trained and thoughtful people at the lowest cost possible to the hospice partner. With ServicePower technology, Hospice Source can accomplish its mission, while also driving down costs, and improving its profitability.



For companies providing field service, ServicePower is the only field service and mobile workforce management platform enabling organizations to save money, improve customer satisfaction and drive new revenue by efficiently managing both internal and 3rd party field service providers. ServicePower uniquely combines customer entitlement and real-time communications, schedule and route optimization, work order, asset and inventory management, service and maintenance contract management, contractor management and dispatch, warranty and claims management, field mobility, and business intelligence of all field service interactions, in a single solution.

**We deliver smart field service management solutions that improve the speed and quality of our customer’s experience and optimize the effectiveness of their field service team.**

ServicePower also offers a fully managed network of 3rd party service providers to enable rapid and high-quality on-demand “spill-over” servicing at peak times and in hard-to-reach locations across North America and the Europe.

For more, visit [www.servicepower.com](http://www.servicepower.com)

- Comprehensive
- Cost-effective
- Easy to use
- Secure
- Flexible
- Scalable
- Future-proof



## Improved Service Delivery. Maximized Profitability.

ServicePower helps achieve the “big win.” By evolving service delivery, facilitating hybrid workforce management, and maximizing profitability, our customers can realize exponential ROI from efficiency savings and productivity improvement, while also driving new, high-value recurring revenue growth.

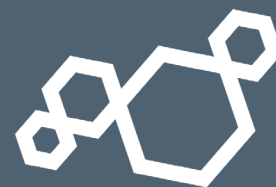
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