Qmap

Case Study

How Redstone Grew Its Asset Inventory by 12x with Qmap

About Redstone Distribution Services

Redstone Distribution Services is a distributor specializing in shoulder replacement products for Stryker. For over 20 years, the company has prepared, delivered, and maintained the surgical tools needed to complete complex shoulder surgeries.

Overview

Every day, hospitals and medical clinics rely on distributors to prepare and deliver trays of surgical tools to perform surgeries and procedures for their patients.

The entire industry relies on this ebb and flow of receiving and returning equipment. However, as distributors grow, keeping track of this specialized equipment moving between different sales reps, hospitals, surgery centers, and offices can become challenging.

Discover how Redstone's partnership with the asset tracking platform Qmap helped them grow their inventory by 1200%.

Engagement Highlights

- Grew inventory from $1 million to $12 million
- 100% buy-in from internal teams
- One system for creating, tracking, managing, and auditing inventory
- Expanded business across Texas

The Challenge:
Scaling the Unscalable

Redstone started experiencing growth in 2018, which meant cataloging, tracking, and managing more medical instruments.

One problem: the company used whiteboards to manage assets. Tracking hundreds of specialized tools quickly became impossible across different offices, reps, and clients. The smallest changes to the whiteboards could throw everything off, resulting in lost equipment. Because Redstone was financially responsible for lost equipment, which could cost up to $50,000 for a tray, tracking the location of every asset and tray was a top priority.

Initially, this system was managed by Logistics Manager Chris Niles, but as the company grew, they found it increasingly difficult to scale this process without overwhelming Chris. The system also made it difficult to audit equipment before preparing and shipping it to another medical service provider.

The company tried to develop a new spreadsheet system to solve these challenges, but they experienced the same challenges with scaling and adapting the system to their needs.

Redstone quickly identified they needed a new system to unify asset tracking, scheduling, and auditing into one easy-to-use digital system.

The Solution:
Taking a Digital Approach to Asset Management

Redstone first discovered Qmap in 2018. After a short back-and-forth process, they decided to commit.

Almost immediately, they saw the value it provided. With Qmap, they could digitize most of their asset management processes. This included:

- **Tracking Asset Movements:** They could seamlessly input and track asset movements across remote territories in Texas.
- **Creating Labels for Trays:** Dedicated QR code labels could be created for each tray, allowing them to scan trays in and out of circulation.
- **Managing Schedules in a Calendar:** Qmap's calendar feature allowed them to schedule and track cases for surgeries.
- **Personalized Customer Notes:** Sales reps can add detailed notes and preferences for each client to ensure no details are missed.
- **One Solution for the Entire Workflow:** Qmap enabled Redstone's teams to handle the entire workflow in one place, including managing schedules, printing case sheets, assigning assets, and tracking trays.

The Results:
Full Visibility and Confidence to Grow

Redstone's partnership with Qmap provided the company with the visibility and confidence it needed to rapidly scale its operations across Texas. Since deploying Qmap, Redstone **grew its inventory 12x**, from **$1M to $12M**. The company also believes Qmap **eliminated the need to hire a dedicated asset manager at each office location**.

Almost instantly, Qmap became an integral part of the company's day-to-day operations. Everything from posting cases, scheduling assets, and tracking them in the system flows through Qmap. The platform's intuitive design made it incredibly easy for them to onboard and train their teams.

"We can have all of our inventory, assets, and instrument trays, but if they're not in the right place at the right time, they're useless. But in the right hands at the right time, you will be able to change the lives of many patients and improve outcomes. That's exactly what we use Qmap for." **- Jamie Cole, Vice President of Operations, Restone Distribution Services**

The accessibility of information remains a key differentiator for Redstone. Qmap provides full visibility into the entire catalog of assets. Tracking lost or missing instruments is easy. Meanwhile, dedicated heatmaps allow Redstone to locate lost assets awaiting pick up.

The platform also simplified the entire logistics process. With Qmap, they can quickly identify which cases need to be pulled, what's been scheduled, and what inventory needs to be delivered. Qmap eliminates the guesswork, ensuring logistics teams always know exactly where to go for pickups.

Redstone also uses Qmap for internal communications. Sales reps are notified about deliveries through the platform. They can also share transfer feeds to ensure everyone is notified and updated.

Qmap has also become an integral part of the company's auditing process. Redstone can now audit equipment as it is scanned in and out of circulation to ensure equipment is ready to go and in working condition.

Today, Redstone continues to explore new ways to integrate Qmap into its core processes. More importantly, the company remains confident that it has the right platform to keep up with its rapid growth as it scales into new regions across Texas.