

# JUST-IN-TIME SOLUTION

## THE CHALLENGE

Most hospitals utilize the “just-in-time” method of inventory control. This means at any time, they may only have two or three heart pumps in stock. If they have higher-than-expected demand, the additional supply needs to reach them immediately. At a New Jersey hospital, three patients were on support at the same time. The hospital needed a heart pump unit delivered right away to ensure all three patients would receive the necessary care.

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## THE SOLUTION

Besides reliable delivery, entities such as these need a logistics provider that will go above and beyond regardless of the time of day. Within an hour of the call, ICAT had picked the unit up from the manufacturing facility and physically delivered to the hospital.

For establishments like hospitals, ICAT’s time-definite solutions are key when it comes to urgent shipments. With a system that allows for instant action anytime of the day, having **Next Flight Out (NFO) options** can guarantee that important units, like heart pumps, arrive to the medical center as quickly as possible.



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## THE RESULTS

By maintaining a close relationship with ICAT, the heart pump manufacturer increased their shipping reliability and provided their customers with exceptional service. Additionally, the suggested solution positively impacted their shipping costs and customer base due to the heart pumps arriving to the hospital faster.

Because not all emergencies occur during normal business hours, the dedication and detail the ICAT team provided gave the manufacturer confidence that all shipments would be handled with the utmost care and without any delays.