Suddath
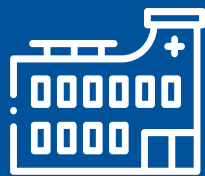
Moving, Warehousing and Facility Support for Healthcare Environments

EXPERIENCED. INNOVATIVE. SCALABLE.

Moving, Warehousing and Facility Support for Healthcare Environments

There is no place more critical than where patients are treated, diseases are cured, and lives are saved. The rapid pace of change in today's healthcare industry means organizations need capable, flexible providers who minimize disruption to the life-changing work of your hospital, research center or medical office.

When you partner with Suddath, you benefit from 100 years of specialized moving experience, with solutions and technology tailored for the unique challenges of your environment. Whether it's organizing move and furniture projects or managing even the most complex laboratory relocation, we mitigate risk, reduce cost and create a consistent program that fits your unique needs.

Why choose Suddath

Innovative technologies for greater control and visibility

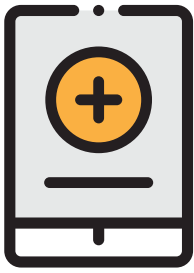**Save time and money, while reducing risk**

Dedicated program teams with global reach

100 YEARS OF EXPERIENCE

Suddath's extensive healthcare experience ranges from leading installation for a new U.S. naval hospital in Guam, to providing ongoing work for Emory University Hospital.

Innovative Technologies for Greater Control and Visibility

A common pain point for our healthcare customers is the lack of modern technology in the moving business. That's why Suddath strives to be the most innovative company in our industry. After listening to client requirements, we developed award-winning technology applications that dramatically improve the customer experience through modern self-service features, access to real-time information and strict controls over inventory and compliance.

Tracker® Task

Tracker Task is a proprietary, industry-leading service request management system that brings process, control and cost savings to customers with ongoing moving and furniture support needs. Using Tracker Task, customers receive:

- Secure, web-based self-service platform
- Easy integration with existing facility management systems
- Formal approval management and compliance controls
- Reduced cost through smart service bundling and increased efficiency
- Modern communication features to improve internal customer satisfaction

KÖRBER

Suddath features Körber, formerly HighJump™, a world-class, tier-1 warehouse management system, in 25 warehouses across the U.S. This innovative technology provides you with complete visibility into every step of the inventory management process, allowing you to:

- View and manage your FF&E inventory in real time through a client web portal
- Gain instant access to PO's, item masters, receipts, delivery orders and shipment information
- Manage multiple projects in one place
- Benefit from functionality specifically geared to large healthcare activation projects
- Leverage technology to make smart storage and redeployment decisions

Tracker® Moves

CIO 100 HONOREE 2018

For large research, clinical and administrative project moves, Suddath offers award winning, patent-pending technology that allows you to monitor progress, inventory flow and compliance in real time, bringing unprecedented control and security to your most challenging relocations. Key features of our Tracker application are:

- Computer generated move labels and signage with QR codes for inventory tracking
- Customizable pre and post move compliance checklists
- Digital inventory tracking of records, contents, furniture and equipment
- Real-time customer dashboard to monitor compliance and move progress

Estimator
powered by Telescio

DIGITAL EDGE50 AWARDS ‹2019›

Suddath is the only national workplace relocation company to develop and utilize digital commercial move estimating technology. Our award-winning Estimator application helps you make informed decisions with instant, paperless, accurate and guaranteed estimates. Estimator gives you:

- Client requirements documented digitally and shared throughout the move process
- Inventory captured digitally by employee, area or floor for effective move planning
- Services documented with specific manpower and equipment commitments
- Guaranteed pricing with digital contracting

Save Time and Money, while Reducing Your Risk

With a broad menu of services and award-winning technology, Suddath helps you consolidate services and create synergies across your project and support activity. By working with fewer vendors, you save administrative time, stretch your dollars further and increase accountability. Using proven industry best practices, we streamline your process to help you avoid costly waste and mistakes. We leverage our deep resources, so you can quickly scale to meet aggressive challenges head-on without compromising long-term budgets.

- Reduced complexity and administrative costs through vendor consolidation
- Strategic service bundling to maximize efficiency and reduce cost
- Scalability to overcome unforeseen construction and product delays

- Variable planning and management resources to accommodate spikes in volume
- Deep labor and equipment resources to deliver on aggressive timelines
- Patent pending, award-winning technology to track assets and avoid costly mistakes

Dedicated Program Teams

Healthcare organizations have massive and diverse needs as they support existing locations and bring new locations online. We combine local presence with global reach to support our clients wherever they need us. From one project in a single location, to several projects happening simultaneously in multiple locations, we deliver competitive solutions using a standardized process that can be applied consistently across the country — and around the world.

- Professional planning services paired with basic labor and transportation
- Dedicated program teams for clients with ongoing needs in one or more locations
- Expansive global reach with partners in 150 countries

- Owned domestic locations and national network of trusted agent partners
- Wholly-owned global logistics division for competitive transportation services

Competitively Priced Menu of Services

Today's healthcare organizations are challenged more than ever to deliver constantly increasing project portfolios and ever-increasing facility support services, all while maintaining very lean budgets across the facilities, real estate, activation and project management departments.

As your partner, our goal is to help you do more with less by acting as a wealth of resources and focusing on finding synergies and cost savings across all your activities. When you choose Suddath, you can select from our broad menu of services. By pairing services, you receive simple, one-stop-shop solutions with proven tools, techniques and industry first technology that improves your end user experience, increases control and eliminates waste. Whether your needs are basic moving, or fully-embedded planning support teams that work as an extension of your business, Suddath offers a wide variety of competitively priced services designed to meet your specific needs.

Services

- FF&E warehousing and last-mile services
- Ongoing facility and MAC
- (moves, adds, changes support)
- Research, laboratory and administrative relocation
- Installation and reconfiguration

- Space, furniture and move planning
- Desktop and data center relocation and support services
- Vacated space decommissions, including surplus asset management
- Transportation

Case Study: Emory University Hospital

Fast Facts:

3
Month Timeline

250
Patients

40
ICU Patients Moved

30
Average Patients
Moved Per Day

Location: Atlanta, Georgia

Challenge: Emory University Hospital, part of the largest medical system in the state of Georgia, needed relocation assistance to a new tower with 450,000 square feet of space, nine levels and 232 beds. The relocation required a specialized provider to handle expensive medical equipment, highly sensitive lab materials, critical care patients and staff.

Solution: Suddath's healthcare project managers partnered with Emory, utilizing dedicated program teams, streamlined techniques, and our proprietary, award-winning digital tracking tool, Tracker, to monitor critical items in real-time. The Suddath team took special care to move sensitive material, patients and staff with minimal disruption, while ensuring safety and care at every turn.

"In the time since, Emory University Hospital has used Suddath for multiple one-off workplace moves... and awarded [them] an additional 70-patient move in the new tower," said Emory University Hospital Facilities Manager.

Tracker - digital tracking application

Computer disconnect and reconnect

Decommission of existing furniture

Installation and reconfiguration

Case Study: Largest Cancer Research Center in the U.S.

Location: Houston, Texas

Challenge: A world-renowned hospital and research center needed to consolidate all moving, warehousing, asset management and facility support services to better support the business and keep pace with a massive expansion. The organization also needed a more modern move and furniture service request system to improve efficiency and internal customer service to its business units.

Solution: Suddath created a proprietary cloud-based ordering system, Tracker Task, to consolidate and digitize the healthcare center's request process. Using Suddath's Tracker Task platform, the hospital and research facility reduced move and furniture facility support costs by 28%, and dramatically improved internal customer service survey scores. By integrating our technology, the hospital was also able to speed up its service cycle and reduce the time from order placement to service completion by 33%.

Fast Facts:

53
Building Campus

20K
Employees

130K
Patients Served Yearly

1.2K
Moves Per Year

Tracker Task - service request management system

Warehouse and asset management

Move and furniture support service

Resaerch, lab and admin project relocation

Real-Time Visibility and Control of Inventory for FF&E Warehousing

Lack of real-time inventory visibility during construction or renovation projects is a significant challenge for many ealthcare organizations. Unfortunately, local warehouse providers often lack the necessary modern warehouse management systems necessary to give accurate, up-to-date reports. They also struggle with outdated record keeping, including spreadsheets that provide incomplete information days or even weeks after receiving or delivery. Recognizing the customer need for complete and current information, Suddath invested heavily in implementing a world-class tier-1 warehouse management system across all our warehouse locations in 2015. Today, these systems allow you to view and manage your FF&E inventory in real time, giving you an unprecedented level of control and visibility.

Tier-1 WMS gives more control and visibility

With, Körber, you can access and manage your inventory anytime, anywhere for more control and a better experience.

Visibility at every step

- Client web-portal to view POs, item master, receipts, delivery orders and shipments
- Real-time view of inventory with continuous cycle counts and inventory imagery
- Online purchase order schedule and reconciliation
- Instant and accurate reporting of freight damage and shortages
- Real-time status of outbound deliveries
- Detailed billing to better manage costs

Fully automated process

- Item master creation, sub-project creation and consolidation
- Receiving, scanning and location information
- Delivery and work order creation
- High-touch labeling and kitting communication
- Automated shipment manifest
- Automated return authorizations

Ongoing Moves, Adds, Changes (MAC) and Facility Support

Tracker® Task

Industry-leading technology that solves common healthcare challenges

Healthcare organizations have diverse move and facility support needs that are complicated by the quick pace of business.

Common challenges

- Lack of structure, process and standards around move and furniture support

- Outdated technology (email, phone calls and poorly supported internal systems)

- Overspending related to poor service bundling, vendor management and last-minute requests

- Poor end-user experience due to lack of communication and service confirmations

- Lack of reporting for cost allocation and decision making

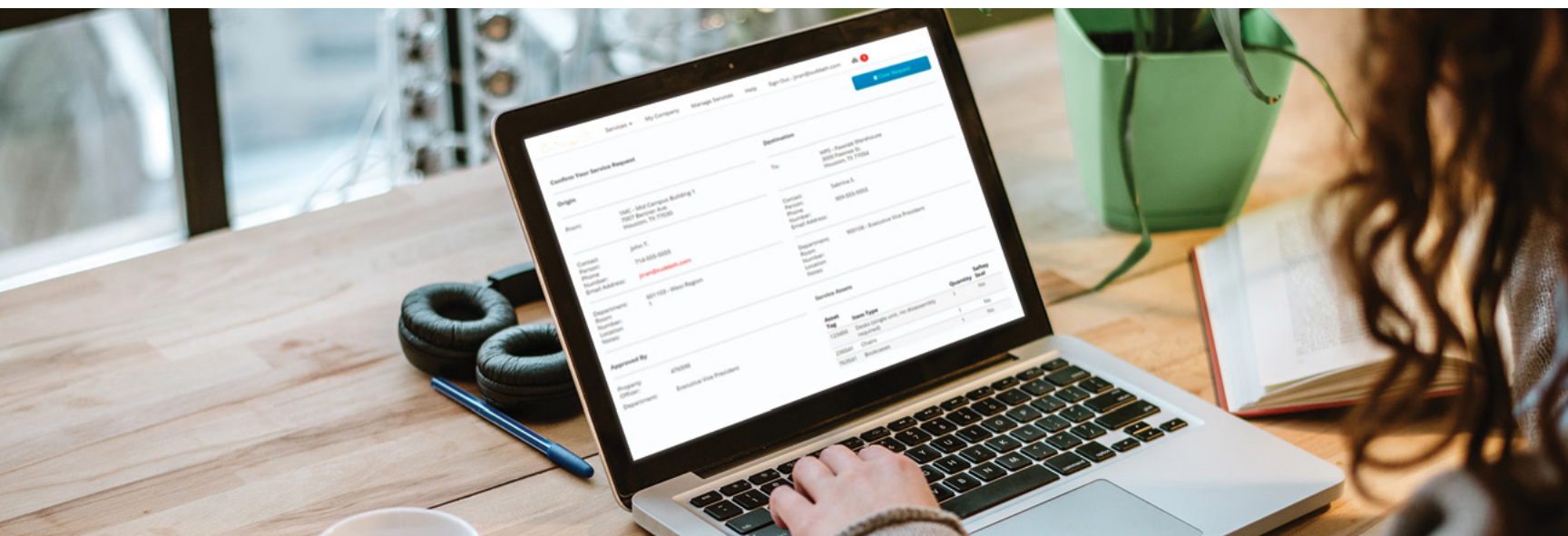- Lack of funding to improve existing facility management systems

The Tracker Task solution

- Secure, web based, self-service platform to initiate and manage services online

- Low-cost integration with existing facilities management systems

- Customizable approval management work flow and compliance controls

- Smart service bundling to increase productivity, eliminate waste and reduce cost

- Automated status updates and service confirmations to improve customer satisfaction

- Volume and cost reporting by service type, location and department

The best ongoing facility support teams in the industry

While technology is at the heart of our solution, we are committed to delivering world-class service. Suddath provides the best service teams and equipment in the industry.

- Strict compliance with security, badging, PPE and facility requirements

- Consistent service teams so you work with the same crews regularly

- Experienced and trained crews who understand your locations and priorities

- Trucks and handling equipment outfitted for healthcare environments

Research, Lab and Administrative Project Moves

Healthcare project moves are extremely complicated and carry significantly higher risk than average furniture and equipment activity. Just one project could include priceless research, biological specimens, temperature-sensitive materials, confidential documents and highly-specialized multi-million-dollar equipment. These moves require significant experience, detailed planning, careful sequencing and strict control over the move process.

As your healthcare project partner, it is our priority to be involved early in the planning process and work as an extension of your activation, employee safety and health (ES&H), project management, patient transfer and administrative teams. We will work closely with you to identify critical dependencies, build the relocation plan and understand how our execution impacts others. To help avoid unnecessary risks, we ensure sufficient safeguards are in place before we begin each project.

Tracker® Moves

- Auto import of to/from list and asset lists
- Computer-generated labels and placards with QR code identifiers
- Customizable pre- and post-move compliance checklists
- Digital inventory tracking of all confidential records, high-value cargo, contents and furniture
- Real-time client dashboard to monitor progress on mobile devices
- Automatic reconciliation of overages and shortages
- Customizable notification workflow and external vendor communication

Award winning, Industry-leading technology for healthcare project moves

Recognizing the significant risk associated with healthcare project moves, Suddath offers award winning, industry-first technology to digitally track inventory, move standards and compliance throughout the planning and delivery process. Suddath is the only company in the industry that provides a digital dashboard that monitors move progress, provides inventory control and compliance with your internal standards. From ensuring ES&H clearance and original equipment manufacturer (OEM) preparations through inventory tracking and quality checklists for the destination location, our Tracker technology enables you to watch your move take place in real time, directly through your computer, tablet or smartphone.

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suddath.com/workplace