

Impeccable Logistics Support: Medical Couriers Partnership with FGC+

Client Background

Established in 1969, Medical Couriers, Inc. is one of the leading medical-only logistics companies in the nation. Over three generations, Medical Couriers, Inc. has perfected the timely and safe delivery of medical specimens. By applying professionalism, compassion, and leading-edge technology, they deliver nearly 10 million specimens a year, and have built a steady partnership with many of the most recognized hospital systems, laboratories, and groups – a testament to their reputation as a trustworthy courier.

- **Industry:** Medical Delivery/Logistics
- **Years in Business:** 54 years
- **Location:** Sacramento, California
- **Company Size:** 50 – 200 Employees

Outsourcing Need

With the goal of rapidly expanding their operations and fulfilling a growing demand for daily medical deliveries, they needed more logistics staff. Faced with challenges of finding qualified talent in their local area and an escalating demand for unique services and enhanced attention from clients, they turned to outsourcing as a possible solution. Medical Couriers also recognized the need for a more streamlined process for managing the Customer experience in their Service Centers and the need to put more focus on delivery performance and compliance.

Lacking the time and internal resources to train new personnel, MCI felt that outsourcing certain functions to the right partner would compel both parties to research, design, implement and memorialize upgraded process and business controls that would enhance customer value, reduce costs, and ultimately improve patient care.

Current Stats

1000+

Pickups per day



250,000

miles per month



10 million

specimens delivered
each year



Challenges Encountered

Before partnering with FGC+, Medical Couriers faced several challenges in rectifying their delivery service. Managing the varying call volumes and related ebbs and surges made team member scheduling a challenge. Further, operators were spending more and more time on each call, due to the complexity of new client needs and the fact that the company was now operating at the National level, and handling calls from around the Country, on different time zones. The added call volume and complexity drove higher “time on hold” and “dropped call” rates that were compromising the Client experience.

Medical Couriers also had a new tier of responsibility in their relationships with Partners, armed with the real-time location of Care Agents in the field, MCI needed to monitor all orders for timely pick-up and delivery and further, audit all orders for Proof of Delivery and other critical information elements. This required drastic increases in FTE's and new business processes and controls.

Augmenting Logistics with Outsourcing Solutions

With FGC+, Medical Couriers was able to expand their team — initially hiring a team of 4 back-office agents who would handle Order Management, compliance audits, and research. FGC+ helped determine a comprehensive solution to facilitate their expansion while meeting current customer demands.

Working together, Medical Couriers, and FGC+ were able to improve:

Develop a Compliance Agent Training Program:

Created a customized training outline to prepare new Compliance Agents and provided comprehensive support through dedicated Subject Matter Experts and Operations Leaders

Design a Process Mapping Solution:

Assessed their current process and eliminated bottlenecks in the pipeline, creating a smoother process flow from order placement, to pick up, to route management, and delivery.

Optimized Delivery Monitoring:

Designed and implemented a smoother delivery monitoring strategy. Achieved a full overview of materials and specimens in transit as well as an efficient dispatch system that eliminated communication breakdowns.

Creation of KPIs to Measure Delivery Efficiency:

Implemented KPIs to optimize operations

- On-Time Delivery Rate
 - Average Handling Time
 - Number of Calls and Missed Calls Tracking
- Delivery Accuracy
- Customer Satisfaction

Key Results

Partnering with FGC+ yielded an uptick in delivery efficiency, specifically:

**On-Time
Dispatch Rate**



**Delivery
Fulfillment Rate**



**Average
Delivery Time**



**Urgent Delivery
Lead Time**



New Opportunities

The successful partnership between FGC+ and Medical Couriers, paved the way for an increase in outsourced staff, to support their growing team of on-ground agents and in-house staff. They plan on outsourcing more functional roles such as Routing Specialists and Compliance Specialists.

A Winning Partnership

By leveraging FGC+'s outsourcing expertise, Medical Couriers, transformed its customer service operations; delivering quicker, more efficient, and positive interactions to its clients. The collaboration with FGC+ achieved a net increase in successful deliveries.

In addition, FGC+ achieved a stellar 5 CSAT (Client Satisfaction Survey) rating from Medical Couriers, and is dedicated to providing exceptional outsourcing services throughout their partnership.

