

SMG3 | RX

## Case Study



**Over \$1.9M Saved  
From Lost and Broken  
Clinical Mobility Devices**

SMG3 | RX

## Synopsis

A large hospital system increased the number of clinical devices used across multiple locations from using 3,000 to 9,000, leading to lost and damaged devices. This cost extra time and money, and affected patient outcomes.

Implementing a two-pronged approach to finding lost mobile devices and quickly replacing broken ones, resulted in a savings of \$1.9M in one year.

## The Challenge

As the hospital system rapidly expanded its clinical mobility strategy, a new challenge arose: lost and broken devices.

With 20% of their clinical devices regularly missing or damaged, the hospital lost time, efficiency, and millions of dollars every year in replacement costs.

## The Solution

SMG3Rx delivered two game-changing solutions:

1. Spare Pool Program – A seamless overnight device replacement service, ensuring clinicians always have working devices.
2. EDGE PinPoint – A cloud-based tracking system using Zebra Device Tracker to locate lost devices within the facility.

## The Results

- Lost and broken device rates dropped from 20% to just 1%.
- The hospital saved \$1.9M in one year by eliminating unnecessary device replacements.
- Unused devices were identified, repurposed, and redeployed into other departments with new configurations, further maximizing investment.

**\$1.9M  
Saved**

## The SMG3Rx Role

SMG3Rx delivered:

- Clinical mobility strategy design tailored to the system's needs.
- Device management through tools like Imprivata for identity control.
- Staging, deployment, and lifecycle management for long-term efficiency.
- Device tracking using SMG3Rx EDGE PinPoint to prevent loss and downtime.
- Maintenance, repairs, and managed services for ongoing support.
- Full visibility across the mobile environment to optimize performance.



## Conclusion

SMG3Rx's experience in specifying and deploying clinical mobility solutions at scale directly impacts clinicians' ability to communicate effectively and improve workflows. These improvements enable clinicians and IT staff to deliver higher levels of patient care more efficiently, directly impacting patient outcomes.



## About SMG3Rx

SMG3Rx provides clinical mobility solutions to many of the largest hospitals and medical systems in the USA.

The top three problems we solve for are:

1. Strategic planning to maximize the impact on patient outcomes from Clinical technology investments
2. Skillful mobile device deployments, up to and including project rescue—taking over where others have failed
3. 24/7 support, backed by a 24-hour replacement program to relieve the burden on IT departments to support daily operations.

For more information, visit [SMG3Rx.com](http://SMG3Rx.com)

## SMG3Rx

1201 Wiley Rd. Suite 120  
Schaumburg, IL 60173  
855.995.1010  
[sales@smg3.com](mailto:sales@smg3.com)  
[SMG3Rx.com](http://SMG3Rx.com)

