DispatchTrack

CASE STUDY

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Powering Up Customer Service in Healthcare Deliveries

Vision Logistics prides itself on being the **UK's leading logistics provider for prescribed healthcare products**. To better serve their customers (and decrease their carbon footprint), they wanted to empower **smarter, more efficient deliveries**—and the company's legacy routing technology wasn't getting the job done.

Because they specialise in healthcare deliveries, direct to home and 'over the threshold', **delivering to as many stops per day with complete transparency was imperative.**
Not only that, but they needed to be able to seamlessly comply with NHS and regulations for data privacy—all delivery events had to be logged in such a way as to be auditable as needed, all while complying with GDPR requirements. This meant they had to choose a routing and delivery management solution carefully.

DispatchTrack customer since
2016

60+
trucks across 9 strategically placed depots.

23%
increase in stops completed year-over-year (JUN 21–JUN 22).

7%
decrease in fuel emissions per stop during that span.

2,200
stops per day on average.

The Solution

By partnering with DispatchTrack, Vision Logistics found a partner that was able to meet their routing and data visibility needs.
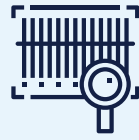
Our solution offered:

AI-powered route optimisation to empower more stops per day.

End to end delivery visibility in real-time before, during, and after.

Complete transparency through barcode scanning as items are loaded on and off trucks.

UK-based servers to ensure easy data compliance.

A first time delivery success rate of 99.8%.

The Results

Significantly quicker loading and offloading.

23% increase in stops completed per day.

Photographic and signature delivery documentation.

7% reduction of carbon footprint per delivery.

Vision Logistics was able to achieve full data compliance and continue **earning the trust of the NHS and other key healthcare-related organisations** in the UK.
At the end of the day, these improvements laid the foundation for significant business growth.

"DispatchTrack has **revolutionised our delivery experience**, reduced costs and made us more sustainable by reducing the amount of miles and fuel we use".

-Graeme Wilson
Managing Director at Vision Logistics