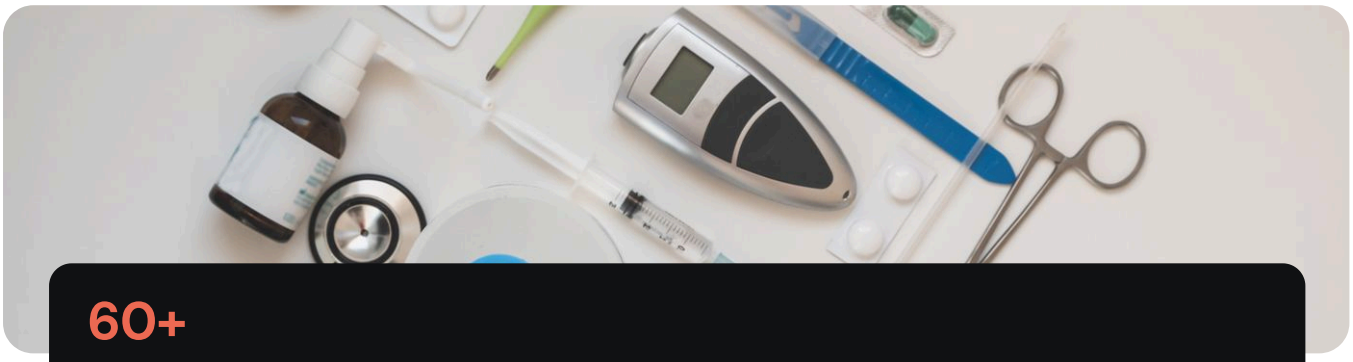
Pharma & Medtech · India

A medical devices company tracked every medical kit from dispatch to distributor

A global healthcare company's India business replaced manual tracking of expensive medical kits with tagged records, approved deployments and checkpoint scans, so kits are no longer lost in the field.



60+
countries the client operates in

AT A GLANCE

INDUSTRY
Healthcare products and medical devices

REGION
India business of a global group

ASSETS
Medical kits deployed in the field

PREVIOUSLY
Manual tracking and physical audits

FEATURES USED
Assets · Platform · Work

01 The client

The client is the India business of a global healthcare products group that works in more than 60 countries.

It supplies expensive medical kits to certified distributors, who sell them on to hospitals. Many identical kits are in the field at once, and each one leaves the manufacturing center, passes checkpoints and reaches a distributor. Losing one is a real cost.

02 The challenge

The kits were tracked by hand, with no reliable data on how many existed, how many were deployed or where they were. Some went missing or were damaged in transit, causing heavy losses.

- No accurate count of total kits versus kits deployed in the market.
- Identical kits in many places were hard to tell apart.
- No approval hierarchy for deploying kits to the market.
- Physical audits were slow and produced wrong information.
- Mishandling in transit was not traced to where it happened.

03 What they set up in Asset Infinity

The company registered every kit in Asset Infinity with a QR label, put deployments through approval steps, and recorded each kit's movement from dispatch to distributor.

Assets

A labeled record for every kit

Each kit has its own record and QR label, with its location, status and the distributor holding it, so identical kits are told apart.

Platform

Approval steps for deployment

Sending a kit to the market goes through configured approval steps, so every deployment has a named approver and a date.

Assets

Movement through checkpoints

Each move, from the manufacturing center through checkpoints to the distributor, is recorded against the kit, so damage can be traced to a stage.

Work

Requests against a kit

A problem with a kit is raised as a request against its record and assigned, so it is solved quickly and stays in the kit's history.

04 How it works day to day

This is how a medical kit is handled on its way to the market now.

INVENTORY TEAM

Registers the kit

Each kit is recorded with its details and gets a QR label, so it can be told apart from identical kits.

SALES OPERATIONS

Requests deployment

A request to send the kit to a distributor goes through approval steps, with reminders to approvers who have not acted.

DISPATCH TEAM

Records the dispatch

Scanning the label at dispatch records the kit leaving the manufacturing center and where it is going.

CHECKPOINT STAFF

Scan at each checkpoint

Each checkpoint scan adds to the kit's movement history, so its condition can be traced along the route.

DISTRIBUTOR TEAM

Confirms receipt

Receipt at the distributor is recorded, and the kit now shows as deployed with that distributor.

SERVICE TEAM

Handles a problem

If a kit is damaged or faulty, a request is raised against it and assigned, and the outcome is recorded.

MANAGEMENT

Reviews the kit reports

Reports show every kit's location, status and owner, and how many are deployed versus available.

05 Before and after

	BEFORE	WITH ASSET INFINITY
Kit tracking	Manual, no accurate data	A labeled record for every kit
Deployed vs. total	Unknown	Visible in reports at any time
Deployment approval	No hierarchy	Approval steps for every deployment
Audits	Physical, with misinformation	Live status from recorded movements
Mishandling	Not traced	Movement recorded at each checkpoint
Losses	Kits lost or stolen	No kit stolen or misplaced

06 How it rolled out

1

Kits registered and labeled. Every medical kit was recorded and given a QR label.

2

Approvals defined. The approval hierarchy for deploying kits to the market was set up.

3

Synced with internal data. The register was connected to the company's internal data through the API.

07 The results

- A complete view of every kit, deployed or in stock
- No kit stolen or misplaced after tracking began
- Audits no longer depend on physically finding every kit
- Clear accountability for each kit and each deployment
- Breakage traced to the stage of the journey where it happened

08 Why it worked

Every kit told apart

A label and record per kit removed the confusion of many identical kits in many places.

Approval before release

No kit leaves for the market without a recorded approval, which put accountability where it belonged.

The whole journey recorded

Checkpoint scans turned the route from dispatch to distributor into a history the client can check.

09 Looking ahead

With every medical kit labeled, approved before deployment and recorded at each checkpoint, the company knows how many kits it has, where they are and who holds them. Theft and misplacement fell away, saving significant money.

Reports on location, status and ownership give managers the summarized view they had been missing, built from the same records the field teams update.

See it on your own assets

A 30-minute demo, set up for a medical device or healthcare products company.

The client's name is withheld for confidentiality. Results are as reported by the client.

Book a demo

Start a 14-day free trial