

# case study

## Enabling Clinical Efficiency Through Smart Cart Deployment & On-Site Service

Facing limited bandwidth, storage constraints, and escalating costs, a regional health system in the Mid-Atlantic U.S. sought a streamlined strategy for deploying mobile workstations and clinical technology. The objective: enable seamless, scalable deployment of over 700 mobile carts without disrupting daily operations or burdening staff.



### Objectives

Reduce storage requirements and eliminate on-site congestion. Simplify procurement, deployment, and configuration. Increase clinician adoption and reduce cart downtime. Deliver ongoing training, support, and asset management



### Solutions

A fully managed service from end to end—advisory and procurement guidance to align technology with clinical goals, remote deployment with floor-ready equipment, ongoing education, real-time support, and the removal and recycling of legacy assets.

# DEPLOYMENT IN ACTION: FROM EVALUATION TO FLOOR-READY EXECUTION

To ensure a smooth transition, Futura hosted a vendor-agnostic Cart & Tech Fair, providing hospital decision-makers with the opportunity to explore a range of solutions before committing. The event featured top-of-the-line brands as well as more cost-effective options, allowing decision-makers to evaluate performance, durability, and long-term value to make the best choice for their operational needs.

## FROM PLANNING TO EXECUTION

### Vendor-Agnostic Evaluation

By facilitating a Cart & Tech Fair, Futura empowered IT and clinical leaders to interact with a curated lineup of workstation solutions—including premium and budget-conscious options from Capsa and Ergotron to Enovate and Howard. This hands-on experience allowed stakeholders to make data-informed decisions aligned with both clinical demands and operational constraints.

### Kitting & On-Site Logistics Management

Each selected cart was pre-configured, kitted, and labeled at Futura's Tech Center to match specific unit and workflow needs. Upon delivery, Futura's team managed all on-site material handling—coordinating directly with facilities and clinical staff to move carts floor-by-floor, eliminate packaging waste, and prevent equipment bottlenecks in high-traffic areas. This white-glove approach ensured seamless integration into care environments without burdening hospital operations teams.

### On-Site Technical Rounding

Dedicated Futura technicians were embedded directly into clinical environments, providing real-time support, reducing downtime, and becoming a familiar, trusted presence on the floor. Their proactive rounding ensured carts remained operational while offering just-in-time coaching to reinforce proper usage and care.

### Digital Education

Staff received 24/7 access to concise, role-specific training via a library of quick-tip videos and knowledge articles integrated into the health system's intranet. Built from manufacturer documentation, these 30-second training tools helped reinforce workflows without pulling nurses away from patient care.

# the impact



*"Nurses are quite busy attending to their patients, so it is easy to push a cart aside when not in use. Having a dedicated on-site Futura technician doing rounds has lessened the stress on our nurses."*

IT Project Lead



## More Time for Patients, Less Time Fighting Technology

This deployment was more than a technical win—it was an operational breakthrough for a health system constrained by limited space, lean staffing, and rising demand. With over **700** mobile carts to deploy, traditional staging models would have created chaos: bottlenecks in corridors, overwhelmed IT teams, and frontline staff distracted from patient care.

Instead, Futura delivered fully kitted, floor-ready carts directly to each care area, eliminating the need for temporary storage or unpacking logistics. By absorbing the complexity behind the scenes—from cart configuration to site-level material handling—we kept the hospital's focus exactly where it needed to be: on delivering care. Once deployed, the solution continued to deliver measurable outcomes:

**Zero Staging Downtime:** Carts were live and ready upon arrival—minimal staging areas, no packaging overflow, and no interruptions to clinical workflows.

**Operational Uptime:** With on-site rounding, real-time troubleshooting, and spare parts management, carts remained functional and available. IT saw a reduction in support tickets and workflow bottlenecks.

**Optimized Power Management:** Futura's on-site technician retrained staff on proper charging practices, directly addressing the system's #1 cause of cart failure.

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*"The technician helps educate staff quickly, addresses any issues with little to no downtime, and gives friendly reminders to keep carts charged. That was the number one issue previously."*

IT Project Lead



## LESSONS & BEST PRACTICES



### Engage End Users Early

Involving frontline clinicians from the start drove buy-in and increased adoption.

### Standardize for Scale

Repeatable deployment templates reduced inefficiencies and accelerated rollout.

### Prioritize Lifecycle Support

Embedded service, ongoing training, and spare parts pooling ensured long-term reliability.

***"Quick tips and the on-site education videos have also been a plus. These 30-second videos built from manufacturer material live on the intranet for easy access."***

IT Project Lead

## MORE THAN JUST A PROJECT— A COMMITMENT TO BETTER CARE

This initiative wasn't just about carts—it was about removing operational burdens, empowering clinical teams, and ultimately enhancing patient outcomes. By setting a new benchmark for efficiency and healthcare innovation, Futura is helping hospitals build a stronger, smarter future where technology enables—not hinders—exceptional care.

With logistical friction eliminated and real-time training support embedded at the point of care, nurses were able to work at the top of their license—spending less time on equipment troubleshooting and more time with patients. The success of this deployment is a testament to what's possible when healthcare technology is implemented with both precision and empathy.

Looking ahead, the impact of this initiative extends far beyond the initial rollout. The standardized deployment model, embedded education tools, and on-site technical support have laid the groundwork for sustainable, system-wide transformation. As hospital systems continue to scale and evolve, Futura stands ready to replicate this success—delivering care-enabling technology that adapts to clinical realities and constraints.



# thank you

## **Enabling Clinical Efficiency Through Smart Cart Deployment & On-Site Service**

Futura is proud to support this transformation and stands ready to partner with other health systems to deliver customized, strategic deployment at scale.



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