

Large New York Emergency Service Uses IntelliShift to Increase Readiness to Save Lives

The New York-based EMS team needed a solution to help them increase their ability to execute on their mission to provide the best emergency care. They needed a solution that allowed them to **get each emergency vehicle on the road faster while increasing safety, readiness and operational visibility.**

Client Since 2019

Industry: Emergency Medical Services

Service Areas: NYC metropolitan area

Assets with IntelliShift: 140

About: One of the largest hospital-based emergency services in the U.S.

Challenge	Goals
Getting visibility into real-time and historical fleet utilization and location data	Connect their operations within one platform to optimize fleet productivity and management
Knowing in real-time when a maintenance issue arises to prevent issues during crucial moments	Gain real-time, cross-functional visibility for proactive maintenance and increased safety
Paper inspections led to reduced readiness, delayed start times and increased overtime	Eliminate paper-based inspections and get each EMS team available for calls faster, decreasing shift transition times and ensuring each ambulance is properly inspected and equipped

Life with IntelliShift

The EMS team already had a dispatch system in place and wanted additional technology to help them improve on their mission to save lives. With IntelliShift they gained the ability to digitize and connect otherwise siloed processes within one platform, providing valuable visibility from anywhere by anyone.

The team utilizes several modules within the IntelliShift platform: Telematics, Inspect, Routing, Vehicle Service and Operator Safety.

"It makes my job easier when all my data is in one place," the EMS Operations Manager said. "It's easier to run reports instead of having to combine two different sets of data in a spreadsheet to find the insights I need. My job is easier if I only have one source of truth."

"The automated processes have saved us a ton of work hours. So has the ease of use as far as everything being in one central location."

Platform Tailored to EMS's Needs

We have been able to adapt IntelliShift to conform to our EMS needs and how we work," he continued. "And we can pick and choose the modules that we use on the platform."

Additionally, the EMS department is able to fine-tune the platform to their specific protocols. Examples include setting speeding alerts to their thresholds, as well as configuring inspections to go beyond the vehicle to include checking safety equipment.

Contributing to Their Mission of Saving Lives

The Operations Manager uses IntelliShift to increase call volume capabilities by enabling each crew to be ready faster. "It used to take each driver 20-25 minutes to conduct inspections," he said. "Now it takes 10. That gives them 15 extra minutes per shift to take a call. It also reduces overtime for the team ending its shift because they don't have to wait as long for the next team to be ready."

He configured the IntelliShift Inspect mobile app to include both the vehicle itself and checking that the ambulance is stocked correctly. "It would not be good if a team arrived without a piece of lifesaving equipment or the drug bag. Before we digitized inspections, we couldn't guarantee that teams were checking that the ambulance was stocked correctly. Now we can."

Proactive Maintenance is Proactive Safety

Whether it's through digitizing inspections or vehicle service alerts, the Operations Manager is doing everything he can to ensure there are no surprises for his team.

Fleet productivity has increased because he now has a better picture of his operations. With diagnostic trouble code alerts, mileage, engine hours, idle time, non-responsive units, routing history and more, he is better able to prevent problems while the vehicle is in the field and knows at all times what assets are available.

"We're now able to deal with something like a DTC alert before the issue increases and the vehicle has to go unexpectedly out of service," he said. "We've been able to connect everything together to increase productivity."

10 Out of 10 Customer Experience

He rates his experience as a "10 out of 10." He explained, "IntelliShift is open to our recommendations and suggestions, and a lot of times they've implemented them and fairly quickly. It's a good partnership."

"All levels of technology users are able to use IntelliShift – and from anywhere." He continued, "And the information I now have access to in one place is phenomenal."

With IntelliShift, the EMS has seen improvement in:

- Fleet utilization
- Inspection accuracy and accountability
- Safety-related incidents
- Preventative maintenance
- Call volume capabilities
- Overtime reduction

"IntelliShift is a versatile platform that really fits our needs – it's changeable and adaptable – the customer service is phenomenal. The platform is simple to use and that's exactly what we need."

- EMS Operations Manager

The NY-Based Emergency Service Can Help More People in Fewer Work Hours



15 minutes saved per inspection

increasing call volume capabilities and reducing overtime



35% maintenance savings

related to reducing vehicle wear and tear



20% increase in completion

and inspection accuracy



10 Out of 10 rating

for IntelliShift as a robust and fully integrated fleet operations solution

Contact IntelliShift

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