
Use Case: Michigan State University

“Other than the significant reduction in paperwork, the visibility is a huge advantage—we can get delivery status via the web instantly.”

— Ken Deslover, MSU Financial Analyst
& Project Manager



Organization: Michigan State University

Founded more than 150 years ago, Michigan State University (MSU) is a globally recognized university located in East Lansing, Michigan. The university enrolls more than 45,000 students and employs approximately 6,000 staff.

Challenge: Reduce paper, speed delivery, and decrease costs and loss

Each day, more than 600 accountable items arrive at MSU Central Receiving for delivery to 125 campus buildings. MSU Central Receiving needed an efficient way to determine which accountable items were delivered by the major carriers, USPS and LTL to the MSU loading dock, where and to whom those packages should be delivered, when the MSU courier delivered them, and who signed for the item upon final delivery. Essentially, MSU needed a chain-of-custody system that picked up when the external courier tracking ended at the loading dock.

In addition, prior to implementing a new tracking system, MSU manually tracked accountable items with copies of purchase orders. According to MSU financial analyst and project manager Ken Desloover, "Without an electronic tracking system, MSU Receiving personnel were under greater pressure to meet delivery deadlines. Often, this required increased manpower to ensure packages were processed in a timely and accurate manner, since it had to be done manually." Consequently, MSU needed a way to reduce paper, decrease costs and loss, speed delivery, and easily track a package's status at any given time.

Solution: Intra™ Enterprise Software & Motorola Mobile Computing Hardware

Ken Desloover sought input from MSU Shipping and Receiving, Mail Operations, IT, Purchasing and Accounting to draft the requirements into a formal statement of work. He reviewed different tracking systems on the market, including a point solution, hosted solution, in-house solution and an enterprise solution. However, Ken found that the first three solutions would not be appropriate for MSU since they could not support multiple locations or large data volumes, failed to be cost-effective, and could not deliver the speed and security required by MSU. Consequently, the university chose the SCLogic Intra Mobile Enterprise Tracking System, because its features most closely matched MSU's needs.

Results: Michigan State University

As a result of MSU's purchase of the Intra Tracking System, MSU Central Receiving has accomplished the following:

- ▶ Reduced lost packages by more than 50% and increased speed of delivery significantly
- ▶ Enabled all recipients to view package status via a Web browser
- ▶ Provided near real-time proof-of-delivery via electronic signature capture
- ▶ Freed up 1.5 FTE (or 60 hours per week) to be used on other important tasks
- ▶ Implemented paperless data transfer between Purchasing, Receiving and Accounts Payable

“Another key advantage is that Intra so easily integrates with our other systems, such as Purchasing and the Human Resources Staff Directory. Now, as staff move around the campus and their address information is updated in the HR Staff Directory, that data is updated in real-time in the Intra tracking system,” said Ken Deslover.