

KYOCERA CASE STUDY

ALFRED WILLIAMS & COMPANY HOSPITAL ASSET TRACKING

INDUSTRY: **HEALTHCARE**



ALFRED WILLIAMS & COMPANY DIGITIZES HOSPITAL ASSETS WITH KYOCERA RUGGED 5G SMARTPHONES & MOBILE RFID SCANNERS TO IMPROVE FACILITIES MANAGEMENT

OVERVIEW

Hospital furniture plays a vital role in patient care and satisfaction. To maintain quality, condition, and aesthetics, hospitals regularly refresh furnishings in patient rooms, guest areas, and workspaces.

To streamline this process and gain better asset visibility, a hospital system adopted a Radio-Frequency Identification (RFID) solution. Each piece of furniture is tagged to track location and condition in real time. These durable, battery-free tags offer a 60-foot read range at low cost.

Alfred Williams & Company, based in Raleigh, NC, supports hospitals across the Carolinas, Tennessee, and Texas as a certified MillerKnoll dealer, a premiere hospital furniture manufacturer worldwide, often integrating RFID solutions to help meet healthcare goals.

THE CHALLENGE

Hospitals face limited visibility into key assets—specifically what they have, where it is, and its condition. Audits are often manual, time-consuming, and prone to errors. This lack of clarity becomes even more challenging during furniture refresh cycles, which involve thousands of large, customized pieces delivered to multiple locations over several months.

Logistics must support dozens of regional hospitals and hundreds of outpatient clinics, requiring orders to be warehoused close to their final destinations. Each furniture item often consists of multiple parts, which must be accurately stored in designated bins to ensure correct picking, staging, and timely delivery.

Once on-site, these parts must be delivered to the correct rooms—often across large and complex facilities. Furniture is then assembled and can be manually entered into an asset database. However, manual data entry is a laborious and error prone process that can be greatly improved by RFID asset digitization.

THE SOLUTION

DEVICES:

- Kyocera DuraSport 5G
- AsReader ASR-L251G-23
- Includes Standard 2-Year Manufacturer's Warranty

PHONE + SCANNER BENEFITS:

- Rugged Durability
- Easy Compatibility & Integration
- Kiosk Mode
- Wireless Connectivity
- Reads RFID, Barcode, & QR Code
- 60-foot RFID Read Range
- Scans 1,000 RFID Tags per Second

ACCESSORIES:

- Wireless Charging Stand for Handheld Scanner
- Device Holder for Rolling Cart
- Screen Protector

APPLICATIONS:

- Trilliant SmartSITE®

REGION:

- Nationwide USA

► Contact Our Solutions Experts:
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ALFRED WILLIAMS & COMPANY HOSPITAL ASSET TRACKING INDUSTRY: **HEALTHCARE**



THE COURSE OF ACTION

Backed by a network of 50 certified MillerKnoll dealers across more than 240 locations in North America, Alfred Williams & Company has the reach and expertise to manage large-scale projects, such as multi-state hospital system furniture refreshes.

Committed to continuous innovation, Alfred Williams & Company partnered with Trilliant, a software developer specializing in cloud and mobile RFID systems. The project involved converting warehouse operations to RFID, integrating RFID technology for tracking parts, floor plans, and job progress. RFID tags were attached to individual furniture parts and by using handheld RFID scanners, data was saved to the cloud database and accessed via dashboards for local ongoing asset management.

THE SOLUTION

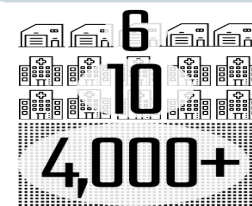
The solution starts with the Trilliant SmartSITE® RFID SaaS platform. SmartSITE targets the healthcare and commercial sectors, and features mobile and dashboard apps for warehouse and supply chain management, and asset control. SmartSITE integrates Kyocera's DuraSport 5G Smartphone docked with the AsReader ASR-L251G-23 RFID Scanner for RFID data capture and interaction.

In the warehouse, SmartSITE conducts all operations in "RFID-first" mode—from Part Order, to Receiving, and Palletizing, to Put Away, Picking, Repalletizing, and Shipping. In the hospital, SmartSITE uses RFID to tag and onboard assets, to identify and locate assets, and to report asset condition and submit maintenance tickets. RFID affords degrees of performance and accuracy vastly exceeding barcode, and enables new innovative applications.

THE RESULTS

Starting in 2023 Alfred Williams & Company has upgraded six of its warehouses in North Carolina and Tennessee to adopt RFID in support of the digitization of ten client hospitals and the management of over 4,000 high-value, RFID-tagged assets in these hospitals.

RFID-Based Digitization to Date



Warehouses

Client Hospitals

**High-Value
Client Assets**



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