CUSTOMER CASE STUDY: RELIABLE MEDICAL SUPPLY

Inventory Blind Spots & Labor-Intensive Counts

Reliable Medical Supply, based in Lenexa, Kansas, supports hospice, clinical, and home-care patients across the Kansas City region from two warehouse locations. For owner Nick Hulsing, inventory accuracy had become a growing challenge that affected both daily operations and external relationships.

Labor-intensive annual physical counts often surfaced discrepancies months after they occurred. Tracking product states such as available, QA, or repair required operational workarounds within the billing system, including transferring inventory through placeholder "locations" to reflect equipment status.

Nick grew concerned about inconsistent transfers, inaccurate location data, increasing reconciliation work, declining trust in reported inventory values, the impact of these problems on his relationship with hospice partners, and inventory write-offs that he could not afford.

Real-Time Visibility That Improves Daily Operations

Nick implemented HME360 using RFID technology to automate inventory tracking and deliver real-time visibility across both warehouses, including each product's true state - On-Hand, QA, in repair, or delivered - without relying on artificial locations or manual transfers in the billing system.

The impact was powerful. Reliable achieved a 95% reduction in counting labor, high inventory accuracy, and gained the ability to investigate exceptions while details were still fresh. Full cycle counts are now completed multiple times a week in just minutes, so discrepancies are caught and corrective actions are taken immediately.

HME360 also streamlined inter-warehouse transfers with its mobile app - inventory is transferred and updated in the billing system immediately, eliminating manual steps and reconciliation delays. This capability saves countless hours previously spent tracking down misplaced assets and prevents expensive write-offs. Staff know exactly what they have in each warehouse and product state without having to chase down the information.

> "With HME360, we can inventory our entire 10,000-square-foot warehouse in five minutes, which has cut counting labor by 95%. And we've become a better partner to our hospice network, which is a strategic advantage because it allows us to focus less on fixing inventory problems and more on growing our business with those partners."
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> **Nick Hulsing**
> Owner
> Reliable Medical Supply

Better Service, Stronger Hospice Partnerships, & Growth

These internal improvements translated directly into better service for Reliable's hospice partners. With HME360 the Reliable team can quickly confirm asset location, ownership, and status, reducing billing disputes and service delays, and ultimately reducing lost equipment charges to its partners by 83%. Hospice partners have gained confidence in Reliable's ability to manage and support their equipment reliably.

Lost equipment charges reduced
83%

By transforming inventory from a persistent operational problem into a strategic advantage, Reliable Medical has saved significant labor time, strengthened hospice relationships, and laid the foundation for sustainable revenue growth.

To learn more about how the HME360 Inventory Optimization solution can help your organization quiet the chaos, control your inventory and unlock your growth, visit HME360.com or email us at info@hme360.com