

CASE STUDY

WORKFLOW EFFICIENCIES

Digi-Trax is a national company dedicated to delivering healthcare compliant labeling and workflow solutions through proprietary software and industry-leading hardware/supplies. Operating as the healthcare division of Fineline Technologies, Digi-Trax prioritizes customer satisfaction with our consultative approach and technical support, ensuring customers receive tailored solutions for their facility needs. Since 1986, Digi-Trax has been committed to providing workflows that optimize processes, eliminate labeling errors, and enhance patient safety.

SITUATION

A regional nonprofit blood center with decades of experience supporting hospitals and patients operates a broad network of donor centers and mobile collection drives throughout the west coast. Supplying lifesaving blood products to dozens of hospitals, the organization plays a critical role in maintaining a stable blood supply while ensuring safe, efficient donor experiences across the region. To support these operations, the organization needed dependable tablets for donor check-in and identification workflows, and guidance in selecting the right hardware from several available options. They also required a streamlined, centralized way to deploy and manage devices across multiple collection sites to avoid workflow interruptions. Adding to the urgency, all required devices had to be sourced, tested, and prepared during the holiday season when most suppliers were operating on limited schedules.

SOLUTION

Digi-Trax stepped in as a technology partner, guiding the blood banks through hardware evaluation and providing demo units to validate and confirm real-world performance. We pre-configured all tablets for immediate, plug-and-play deployment and enrolled each device with SureMDM by 42Gears to streamline setup, remote monitoring, and long-term management. Despite the challenges during the holiday, our team expedited sourcing and configuration to keep the project on tight timeline schedule.

RESULT

Each facility deployed fully configured, centrally managed tablets without workflow disruption or added onsite burden. SureMDM provided real-time visibility, easier updates, and improved device uptime across the network. Digi-Trax's partner-focused support ensured a smooth, reliable rollout and positioned the blood center for more efficient device management moving forward.

CHALLENGES

- Outdated Hardware
- Holiday-period sourcing
- Multi-site device management

SOLUTION

- Workflow Assessment
- Demo Zebra Tablets
- Expedited fulfillment
- SureMDM enrollment

BENEFITS

- Faster donor check-in
- Centralized oversight
- Reduced onsite burden
- Ongoing technical support