

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 leading nonprofit health system headquartered in the Northeast operates an expansive network of hospitals, outpatient centers, and research facilities across multiple states. As part of maintaining consistent and reliable operations across this large network, the health system needed to upgrade barcode scanners and label printers across more than 50 facilities. Each location had varying legacy equipment and inconsistent ordering processes, creating operational inefficiencies. They required standardized hardware, simplified ordering, and devices that could be deployed with minimal disruption. Coordinating such a large rollout demanded an organized, scalable approach.

SOLUTION

Digi-Trax partnered closely with the hospital system to streamline the entire upgrade. We developed custom part numbers to ensure every facility could order standardized hardware without confusion, and pre-configured all scanners and printers so they arrived fully plug-and-play. To minimize operational burden, the rollout was strategically divided into waves, with each group of facilities receiving equipment in a manageable, staged sequence. Throughout the process, Digi-Trax provided guidance, technical support, and precise documentation to keep the project on track.

RESULT

The hospital system completed a system-wide hardware refresh with minimal downtime, enabling clear communication and immediate deployment at each site. Standardized part numbers and pre-configured devices improved ordering efficiency, reduced manual errors, and supported safer clinical workflows. The phased rollout minimized onsite complexity while delivering consistent, reliable, and secure technology across all facilities.

CHALLENGES

- Upgrading hardware across 50+ facilities
- Inconsistent ordering and legacy devices
- Need for easy, low-disruption deployment

SOLUTION

- Standardized hardware with custom part numbers
- Pre-configured, plug-and-play scanners and printers
- Phased rollout delivered in manageable waves

BENEFITS

- Reduced ordering complexity system-wide
- Reduce IT burden with deployment and device management
- Ongoing technical support