

A photograph of a hospital hallway. A male doctor in a white lab coat and a female nurse in blue scrubs are looking at a tablet together. In the background, there are metal shelving units on wheels filled with boxes, and a white robotic device is visible on a shelf. The scene is brightly lit with a clean, clinical aesthetic.

Intralogistics solutions for hospitals

Servus Medical Logistics

Future-Proof
Intralogistics

Servus Medical Logistics: The system for highest demands

The innovative solution for all challenges of modern hospital logistics

The demands on the quality of processes and services in hospitals are constantly evolving. Increasing demands and cost pressures are quickly accumulating. Staff relief, space savings, minimum provisioning times, sustainability, hygiene, flexibility and future viability are just some of the topics on the agenda.

The solutions for this are based on standardization, digitization and automation. Servus Medical Logistics automates internal transport in hospitals and ensures the seamless flow of goods.

At the heart of every Servus system are the intelligent and autonomous transport robots, also called „ARCs“ (Autonomous Robotic Carriers).

- Customized solution
- Flexible and scalable
- Implementation in existing buildings
- Process reliability and transparency



Full concentration on the essentials

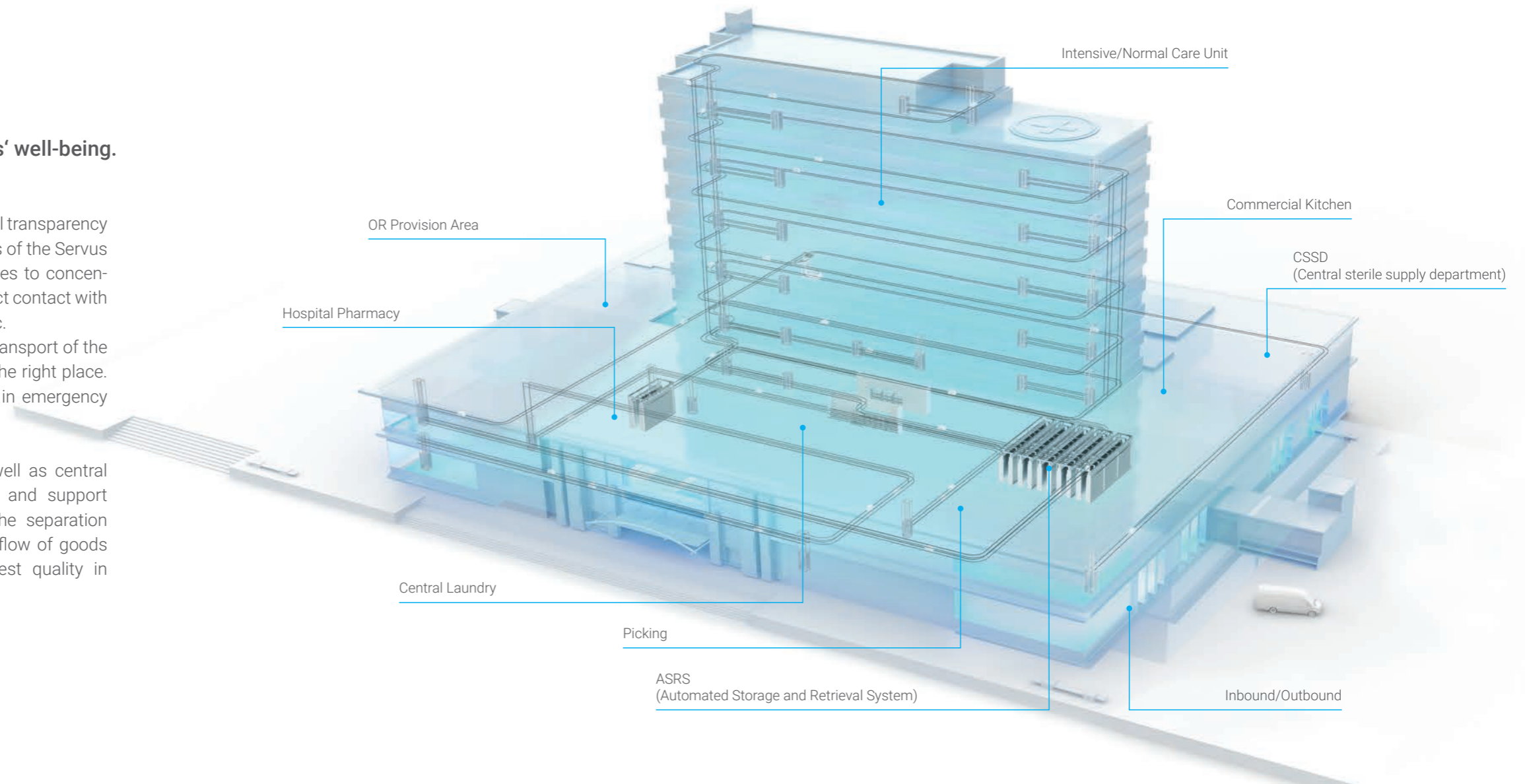
The hospital staff look after the patients' well-being. Servus takes care of the rest.

Ease of use, fast access to all goods, as well as full transparency of all processes and inventories are the hallmarks of the Servus system. This makes it easier for many employees to concentrate on their really important tasks - such as direct contact with patients, surgeries, intensive and normal care, etc. Servus takes care of the storage, provision and transport of the required items. The goods arrive just-in-time at the right place. The result: no waiting times and fast response in emergency situations.

Compact buffer locations along the track as well as central buffer storage systems cover demand peaks and support the smooth running of hospital operations. The separation of processes into human work and automated flow of goods increases added value and ensures the highest quality in daily work.

The unique logistics kit from Servus

One system for all areas of hospital logistics: from inbound to surgical supply



>> Maximum security of supply



Always in the right place at the right time

The order of the day: demand-driven provisioning

In surgery, the procurement chain begins at the end - namely in the operating rooms. All the instruments and materials required for the planned surgeries are picked with sufficient lead time and sent to the buffer storage system. This serves to decouple the processes and ensure supply. The material request is made after the preparation for the previous case has been completed. After being requested by the system, the prepared transport units are moved to the provision areas for surgical equipment. Thus, the subsequently required goods are always ready in time. The upstream buffers trigger the corresponding replenishment deliveries as soon as the defined minimum stock levels are reached.

New paths in intralogistics for hospitals are being built with Servus. Process optimization, automation and the digital networking of the entire supply chain form the basis for the caring and economic management of a hospital.

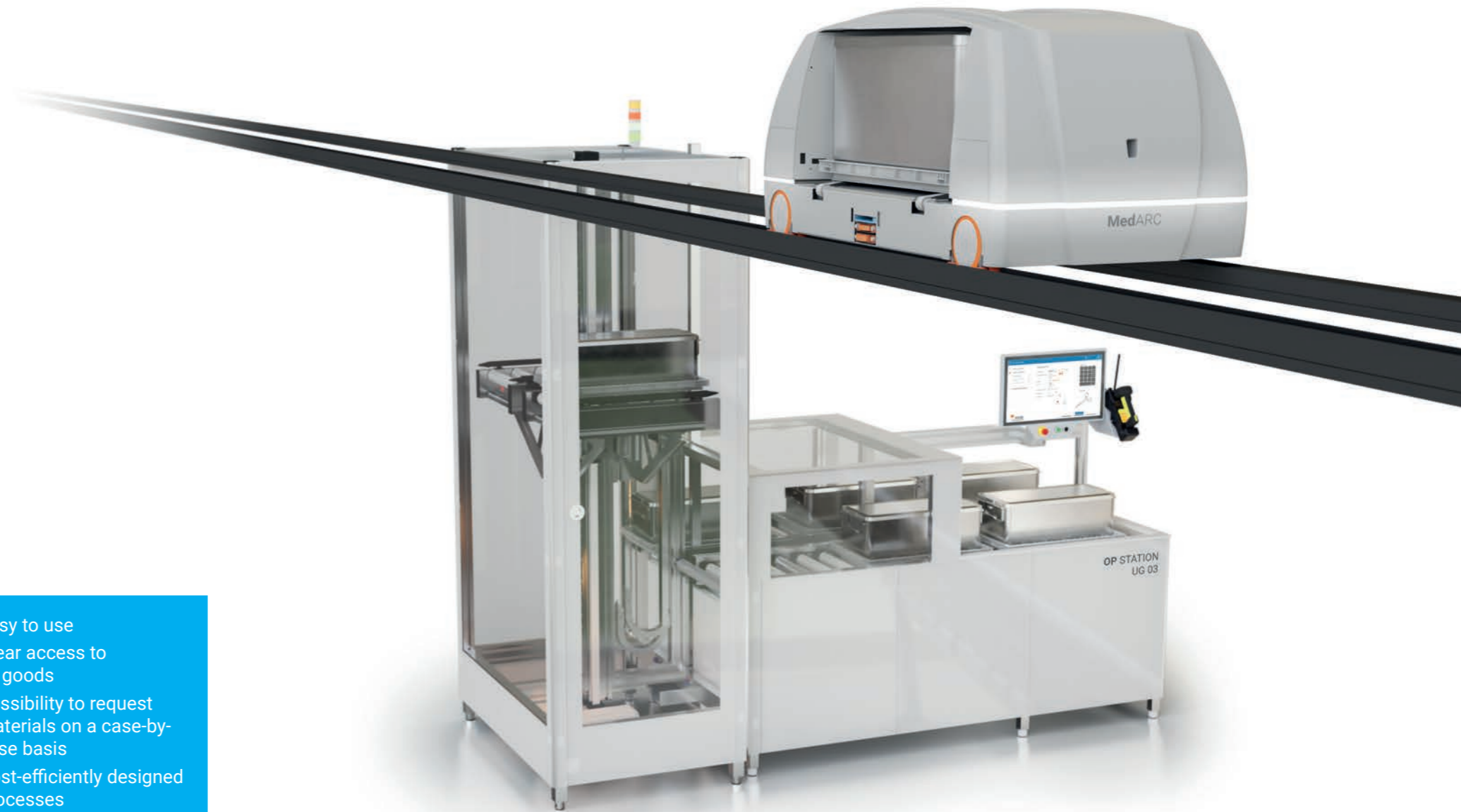
>> The shortest path to any destination

MedARC: the expert for hospitals

The MedARC (Medical Autonomous Robotic Carrier) was developed specifically for applications in hospitals. The MedARC picks up transport units at a location and transports them to a specified destination. It is intelligent and has its own power on board. Traveling on a rail system with assistants - such as switches and lifts - it connects all relevant locations throughout the building. The MedARC always knows where it is and knows the shortest route to its destination. The containers or trays with the required goods are managed by the system or stored in the system until they are requested.

Case-related items, such as sterile containers, pre-assorted surgery boxes and consumables, are transported primarily for OR logistics. All required processes can be integrated into one system: OR logistics, commercial kitchen, central laundry, CSSD, nursing departments, hospital pharmacy, or even inbound and storage. MedARC is a true expert for every department.

- Easy to use
- Clear access to all goods
- Possibility to request materials on a case-by-case basis
- Cost-efficiently designed processes



>> Increasing efficiency

Centralized or decentralized? Both!

Servus is organized on a mainly decentralized basis. In addition, important processes are combined centrally. Increased efficiency through flexible material supply - both from decentralized buffers and from the central storage system - saves costs and improves the quality of processes. The result: cost reduction through lower inventories and shorter throughput times. Automation ensures the timely availability of goods and materials.

The goals of automated logistics

The primary objective is to ensure maximum availability of all required goods, combined with the fastest possible access to them. The storage locations are defined on the basis of provisioning times priorities. The priority of demand determines the storage location: from „immediate“, i.e. in the immediate vicinity, to „non-critical“ further away. At the same time, space is saved in the most expensive areas of a hospital by compacting and relocating the material buffers. As the storage buffer is not located in the OR area a huge amount of space is saved which can then be used for operating rooms.

The scalable system combines all processes in a continuous flow. Various hospital units are integrated in the process. Servus saves space, storage area and time. Since the track system is fixed under the ceiling, the walkways remain free.

Dynamic order prioritization guarantees short throughput times and the possibility of fast, automatic material requisition. Servus is also a reliable partner for elective cases. The system can be integrated into existing buildings and grows step by step with the needs of the hospital. New areas and processes can be added at any time.

More transparency. More traceability.

The Servus Warehouse Management System is connected to the hospital software and continuously reports inventory as well as status changes. Traceability and allocation of items is possible at any time. In this way, digital hospital management is linked to the automated transport system. This increases patient safety, makes cost structures transparent and enables clear allocation.



>> Ideal state as a guide

Start with a workshop

Servus Intralogistics stands for customized solutions. The foundation for successful projects is laid in a joint workshop. The Servus Lean Logistics experts work out the ideal state in close cooperation with the customer's responsible specialists. In addition to the customer-specific requirements, this ideal state serves as a guide to a future-proof overall solution.

The result of a successful Servus workshop includes a clear material flow diagram, the initial drafts of the processes and plant components, a standardized container concept, and a rough layout of the future plant.

The results obtained are then further detailed and the processes precisely coordinated. Basic principles are the avoidance of waste, the sensible use of automation and digitization, and the increase in efficiency in the overall system.

The result: more flexibility, more scalability, more long-term reliability



Convincing facts

What does Servus transport for you?

- Surgical supplies and instruments
- Sterile items
- Surgical linen and bed linen
- Material requested
- Food
- Lab samples
- Medicines
- Waste
- Blood reserves and blood samples
- And much more

Servus MedARC

- Speed: up to 4 m/s
- Acceleration: up to 1,5 m/s²
- Material: antibacterial stainless steel and abrasion-resistant plastic
- Gentle handling of transported goods
- Connects workplaces within a hospital (networked medical logistics)

Software

- Easy to use
- Overview of inventories in real time
- Track and trace
- IT-supported procurement
- Automatic material request
- Supplier connection
- Easy integration into existing software possible
- Voice control

Key features

- Dynamic order prioritization
- Fastest material request
- Process and fail-safe system
- Separation of human work and automated processes
- Availability 24/7
- Case-by-case costing
- Scalable and flexible
- Service and support

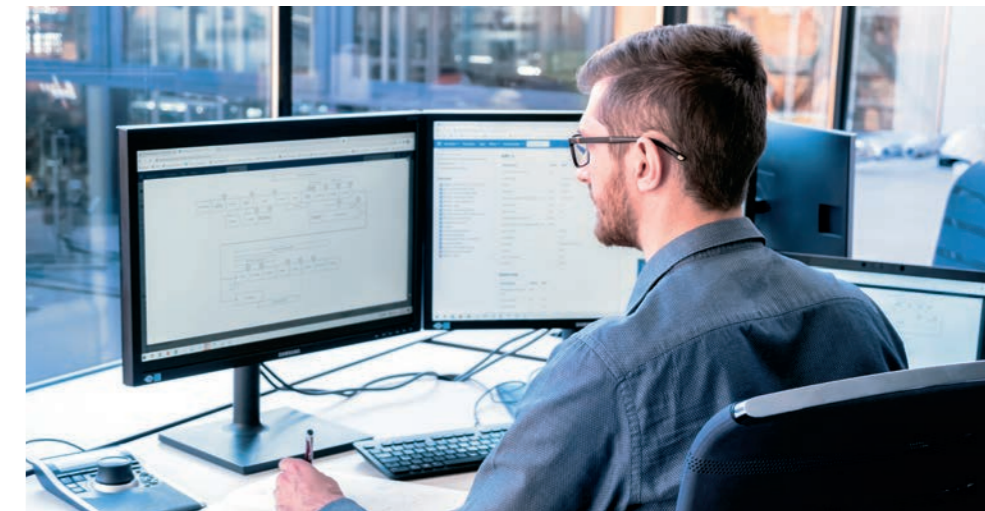
>> Welcome to Servus

Servus Intralogistics: Innovation out of passion

Servus Intralogistics is part of the Austrian technology company Heron Innovations Factory. Our passion is the development and production of customized intralogistics solutions with intelligent and autonomous transport robots. The Servus Medical Logistics division's aim is to make the intralogistics of hospitals as well as medical areas fit for the future. Patient-oriented management moves into a new light. Employees can concentrate fully on patient care, while Servus safely and efficiently automates non-value-adding activities.

Servus ensures automated order management, cost savings by reducing inventories and lead times, specific case allocation, real-time data and complete traceability. And all this with the simplest usability and highest availability. That's why Servus is the ideal partner for your hospital logistics.

- Improved logistics and more efficient processes
- Transparency
- Safety in hygienic processes
- Increased added value
- Instrument management 4.0





www.servus.info

Servus Intralogistics GmbH
A company of the Heron Innovations Factory