

CUSTOMER SUCCESS STORY

StLuke's[®]

INDUSTRY

Healthcare

COMPANY SIZE

Nearly 14,000 employees

HEADQUARTERS

Boise, Idaho

FACILITY SIZE

330,000 sq. ft.

BUILDING RESILIENCE THROUGH AUTOMATION

St. Luke's Health System (SLHS) is a non-profit healthcare system dedicated to providing high-quality patient care across southern Idaho, including nine medical centers and over 350 clinics. The completion of their Consolidated Service Center (CSC), a vital logistical hub measuring the size of six football fields, underscores their long-term vision to build a more efficient and sustainable healthcare system for the communities they serve.

THE CHALLENGE

To deliver high-quality patient care across its extensive network of hospitals, urgent care clinics, and emergency centers, St. Luke's needed a warehouse distribution system that could keep pace with the massive demands of distributing medical equipment and pharmaceuticals. Previously, they relied on third-party vendors for storage, procurement, and distribution. The COVID-19 pandemic exposed vulnerabilities in global supply chains, highlighting the urgent need for greater control, efficiency, and resilience. SLHS required a high-performance, reliable solution that would deliver full operational visibility and the ability to hold a larger backup supply of critical items.

THE SOLUTION

The customer turned to Equipment Depot's team of automation experts, **EQSOLUTIONS**[®], for a comprehensive, state-of-the-art automation system. The proposed solution was chosen because it directly addressed St. Luke's primary concerns around operational efficiency, ease of access, and ongoing maintenance capabilities.

The customized warehouse solution provided by **EQSOLUTIONS**[®] transformed the SLHS supply chain by including:

- An Automated Storage and Retrieval System (AS/RS) with over 30 feet of high-density vertical storage, throughput of 900 picks per hour and over 99% order accuracy.
- 28 Case-Handling Robots
- 2 Vertical Lift Modules
- Over 950 feet of Conveyance Systems
- Racking for 7,700 Pallet Positions and 650 Carton Bays



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RESULTS & IMPACT

With the warehouse solution from **EQSOLUTIONS**[®], the new St. Luke's CSC now operates with greater agility, speed, and precision. This advanced automation system gave SLHS full control of their inventory and supply chain data, enabling them to properly forecast, improve fulfillment throughput, and reduce inefficiencies. They also gained increased storage flexibility and a greater capacity for buffer stock, meaning they can comfortably store more backup supplies to minimize disruption during future supply chain crises.

KEY METRICS



Optimized
Warehouse Space
75,000+ sq ft



SKUs Stored
& Managed
2,500+



Daily Fulfillment
**20,000+ picks
per day**



Order Pick
Accuracy
99%+

CONCLUSION

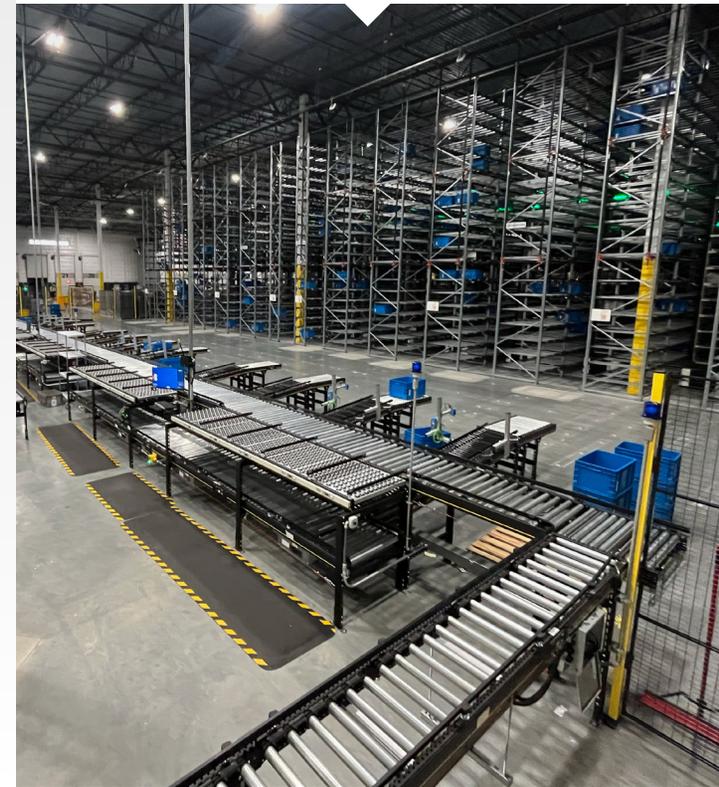
By implementing the automated warehouse solutions from **EQSOLUTIONS**[®], St. Luke's Health System now provides reliable distribution of critical medical supplies with exceptional efficiency and order integrity. The Consolidated Service Center presents a blueprint for a more effective, responsive, and sustainable healthcare system.

By taking proactive steps to automate their logistics, St. Luke's has secured the visibility, accuracy, and control needed to keep their supply chain running smoothly. These enhancements support their mission to deliver high-quality patient care and ensures they are **better prepared for the unexpected** for generations to come.

*“To execute a facility of this magnitude and complexity required a partner with deep logistics knowledge. **EQSOLUTIONS**'s expertise ensured we built a system that is not only highly efficient, but also resilient and sustainable for years to come, securing our ability to deliver safe, high-quality care.”*

— **Adrian Wengert**

VP of Supply Chain and Procurement
St. Luke's Health System



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