

# Isala streamlines work processes in the Healthcare sector with the Memor™ 20 PDA



*With the robust but compact PDA, the work of the hospital staff is streamlined with a future-proof mobile solution*

The hospital organization Isala in the Netherlands operates sites in Zwolle, Meppel, Steenwijk, Kampen and Heerde. From these locations, it provides basic and specialized healthcare in South-West Drenthe and North-West Overijssel. “We have a total of 1,250 beds and with 7,000 employees; we provide the best care possible,” says Jack Smulders. Together with his colleague Luuk van der Horst, they are responsible for the functional applications within the Isala’s facility management.

“Of course, we always want to reduce the workload of our staff as much as possible,” adds Van der Horst. In early 2022, Isala rolled out new technologies at its specialist hospital in Zwolle, introducing the Memor 20, Datalogic’s flagship PDA. “Our previous PDAs were outdated and did not contain the latest security software. We therefore went in search of a future-proof replacement,” explains Smulders. The specifications were clear. The new PDA should have a modern iOS version and fit perfectly within Isala’s existing IT systems. In addition, Smulders and Van der Horst were looking for a device that could easily scan both QR codes and 2D codes, as well as any other barcodes developed in the future. “The device also needed to be robust, yet still compact,” says Van der Horst.

Three providers supplied test devices, and these were thoroughly assessed at the hospital. The Memor 20 was judged to be the best option. “It met all our needs and preferences, and the price was also very appealing,” explains Smulders. The Isala healthcare workers were just as enthusiastic about it. They especially liked the impressive 5.7-inch full HD display; one of the largest displays on the market.

## Objective

Isala is a hospital organization with 5 different sites. With a total of 1,250 beds and 7,000 employees, the key objective was to find a solution that reduced the workload of the staff as much as possible. As the old solution was outdated, Isala was also searching for a future-proof solution based on the latest technology.

## Approach

Replace the previous system with a new PDA-based solution equipped with the latest OS version, while being robust but compact to ensure ease of use.

### Technical Requirements

- User friendly and robust
- Latest technology based on Android™ OS
- Remote support and zero-touch deployment
- Future-proof with continuous update functionalities

### The Solution

- Mobile IT and iARTA combined to deliver the full solution
- Memor 20: an easy-to-use rugged Android full-touch PDA
- Green Spot technology for good-read visual feedback in environments where beeping sounds are disruptive

“We wouldn’t want to live without it now. It’s absolutely essential.”



*Jack Smulders & Luuk van der Horst,  
Facilities Management*

Although the Memor 20 PDA is robust and has a large display, it is still compact and convenient to use. The 60 new PDAs have been delivered by Mobile IT and connected to ARTA, one of the most efficient mobile solutions in the Healthcare sector. “ARTA is a kind of hub,” said Smulders. “All transport tasks are brought together there. Whether these involve transporting a patient, distributing food across the departments, the internal courier service or other logistics tasks, ARTA coordinates and manages everything.”

Isala uses the PDAs for a wide range of transport tasks. They have found that the PDA offers many extra benefits on a daily basis. For example, barcodes are easy to scan, even at a 15-degree angle. “That wasn’t the case with our previous PDAs. You had to point the scanner straight at the code to make sure it scanned properly and employees sometimes had to contort themselves into very strange positions,” recalls Van der Horst.



Datalogic’s unique Green Spot technology provides positive visual feedback when a scan is successful. The PDA’s sound is easy to turn off if the environment requires maximum silence.



The Memor 20 also has a long battery life, and the battery can be charged wirelessly. The patented Soft Spot™ technology for Android also is also a boon to staff members, especially those with small hands. With this technology, an extra digital trigger can be placed anywhere on the display. An exclusive second display at the top of the PDA has a hands-free function. It allows users to read alerts and caller IDs of incoming calls quickly and clearly, without having to stop what they are doing.

The Memor 20 is also Android Enterprise Recommended. This makes it easier for Isala to select, implement and manage Android devices and services. Van der Horst mentions, “Zero-touch deployments are now therefore possible, which means updates and implementations can be carried out without needing any physical contact with the PDA. Our IT department will save so much time as a result of this.”



“With the Memor 20 from Datalogic, we have a solution that is genuinely future proof. Support is guaranteed for the long term,” said Van der Horst. The fact that Mobile IT provides remote support and manages the devices from a distance fits perfectly within their vision for the future, the aim of which is to streamline processes as much as possible. “We wouldn’t want to live without it now, and in the long term, I’m sure it will prove absolutely essential,” said Smulders.

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