**BCG**
Buffalo Computer Graphics

**BROOME COUNTY NEW YORK**

# CASE STUDY: Broome County NY
# Point of Distribution and Dispensing

*DLAN POD Toolset in Action*

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# Introduction

BCG recently released a new set of tools for Point of Distribution and Dispensing (POD) management. As a current DLAN customer, Broome County Office of Emergency Services (OES) saw this offering as the logical choice for their POD management needs.

# Rapid Implementation

BCG quickly implemented the toolset for Broome County, including a number of custom forms, reports, and dashboards, for an easy roll-out to end users. Broome County is now using DLAN to track operations at PODS, fulfill supply/resource requests from PODS, and create COVID-19 vaccination reports for New York State (NYS).

According to Michael Ponticiello, Director, Broome County OES, one of the advantages of using this system is that all POD managers and other field personnel do not need to directly login to the full DLAN system in order to submit forms to the County. Using their own mobile devices, end users can use the DLAN Mobile Responder App to submit information. This simplifies the process and cuts down on the need to train users.

POD managers can use the Mobile Responder App to collect operational information on their POD. BCG includes a standard POD Assessment Form, which can also be customized for each client. For Broome County, additional custom fields were added based on NYS' reporting requirements and their own county requirements. POD managers submit information several times a day, giving the County access to near real-time data. The information collected can then be viewed for each individual POD or on an aggregate level on POD Daily Activity dashboards (Figure 1).
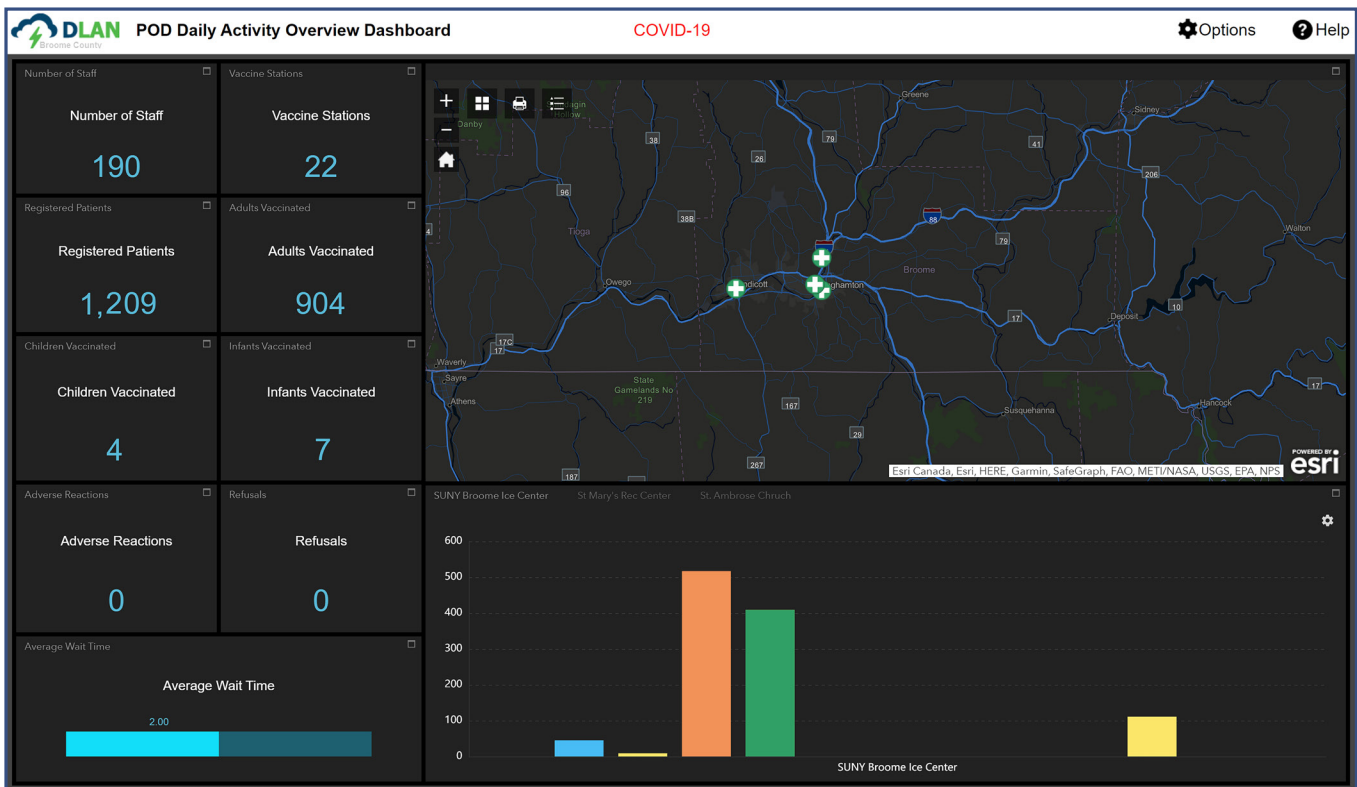


*Figure 1: POD Daily Activity Dashboard*

# Resource Management

Similar to how daily operation data is collected, POD managers can make requests for supplies and resources. Requests are submitted by POD managers using a customizable form on the Mobile Responder App. Submitted requests are automatically posted to a new Ticket within the DLAN system. Using automation, the Tickets are automatically routed to an appropriate role to approve or source the item.

The POD toolset includes a number of dashboards to help visualize and fulfill resource requests. BCG created a separate Ticket Manager Report for every kind of supply that can be ordered through the mobile form. These can be easily displayed as dashboard panels to allow mangers to monitor individual resources easily and identify trends. The POD Resource Requests Overview Dashboard aggregates counts for each requested item across all PODS. This makes is suitable for executive overview and decision making and identifying which items are most in demand by PODs across the County.

The POD Resource Ordering Dashboard (Figure 2) assists the logistics teams with matching known in stock POD assets to requests for those assets from POD locations. BCG also created a Warehouse Dashboard customized to Broome County's workflows. The dashboard allows users in any of the supply warehouses to received approved POD resource requests and fulfil them for shipment to the POD location.
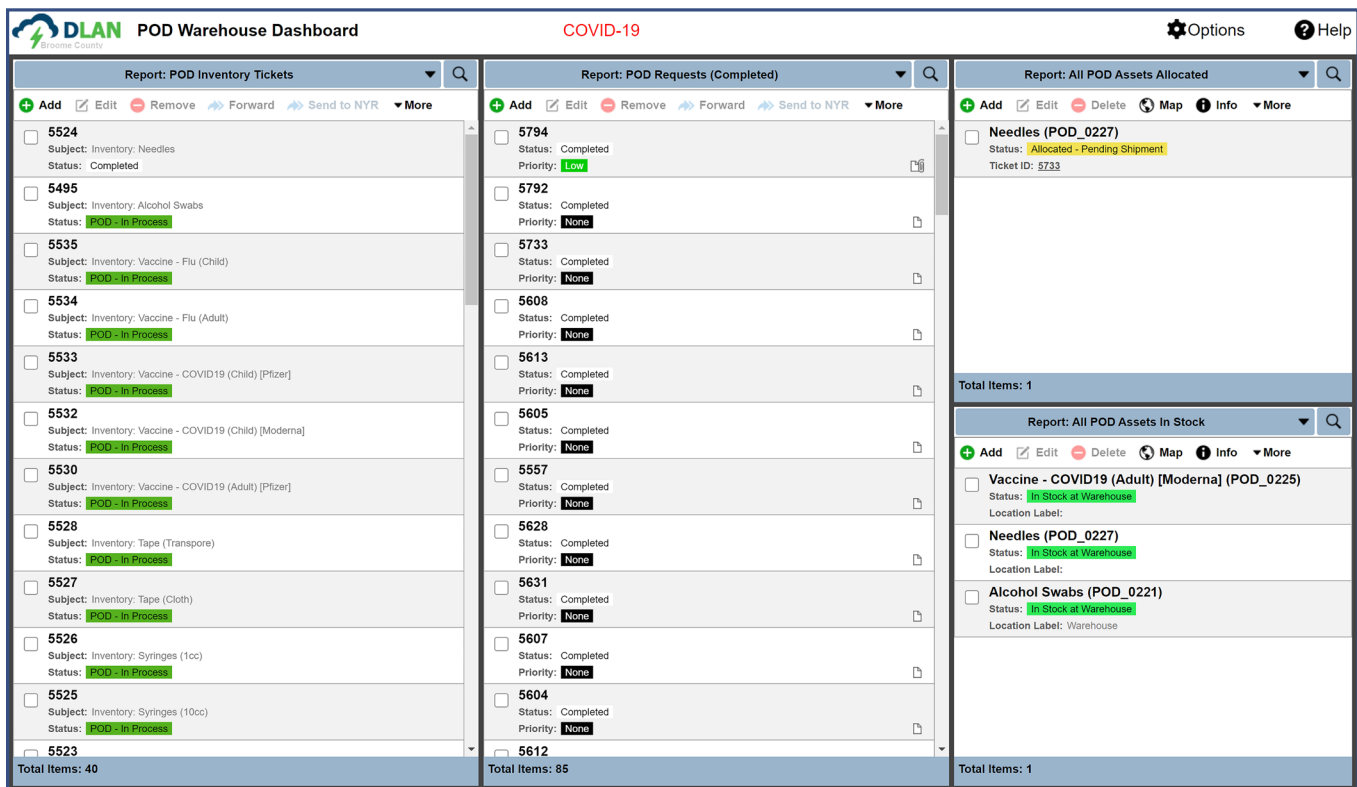


*Figure 2: Resource Ordering Dashboard*

Using DLAN's POD toolset, the County is able to manage daily operations and supply requests for all of their PODS. They can also use the information they collect to submit the required COVID-19 vaccination reports to NYS. County staff is very happy with the way DLAN is allowing them to quickly collect the required information in an easy format in near real time for simplified reporting of information to the State.

# Broome County Experience

When asked what advice he would give to others looking to implement this system, Director Ponticiello noted two important aspects of the implementation. The first is to make sure all key stakeholders are involved in the configuration and training so that it meets everyone's needs. DLAN allows different types of stakeholders to view just the information they need, such as the logistical dashboards and warehouse dashboards created for this project. Making sure the appropriate people are involved in the implementation ensures that everyone is getting the information they need to do their specific job.

The second is to keep it as simple as possible for the end user. With DLAN, each group of users can be presented with just the forms they need to complete their tasks. For example, POD managers only have access to the POD daily activity forms they need and warehouse workers can only view the fulfillment form information they need. Neither type of users needs to login to the full DLAN system, but can simply use the Mobile Responder App from their own phone or other mobile device to enter information. This information is then synced to the full DLAN system for OES staff to manage.

# Conclusion

Overall, the County is very happy with the success of this project and hopes to expand their use of DLAN's Asset Tracking to other areas of their operations. BCG has had similar success with other customers and will continue to implement these toolsets to help manage the COVID-19 vaccination and to prepare for distributing other medical counter measures (MCMs) and health care related items, such as vaccines, antibiotics, or other medical countermeasures, as needed.

# About the Authors

## Buffalo Computer Graphics, Inc.
DLAN is engineered by BCG, a veteran owned small business that has over 35 years of experience in software, hardware, and systems engineering.

## Broome County
Broome County is located in NYS' Southern Tier, directly north of the Pennsylvania border. It has a population of around 190,000 and is the home of Binghamton. The Mission of the Office of Emergency Services is to provide planning, training, resources, response, warning, coordination and information through communications to the public, elected officials and public safety agencies to assist them in preparing for, responding to and mitigating emergencies and disasters which affect the residents of Broome County.

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