We empower the entire Healthcare ecosystem from drug production to patient care with enabling AIDC technologies, leveraging a specialized partner network, in full compliance with regulations.
CUSTOMER SERVICE ORGANIZATION

Datalogic’s Customer Service Organization offers a wide and complete range of post-sales services. It is organized in three levels of support, in order to guarantee the most appropriate professional assistance based on the specific problem. Datalogic’s Customer Service can deploy in each territory a team of multi-lingual professionals, with a broad technical expertise across the whole product range.

Our standard service portfolio includes: warranty extension, fast turnaround time for repairs, 24/7/365 phone support, next day on-site intervention and site audits. Datalogic can tailor the service offering to your specific needs. Our experts will support every stage of your projects, from feasibility study to extended post-sales support, performing, when necessary, root cause analysis and remediation.

PHARMACEUTICAL

- Mobile Computers
- Industrial Hand Held Scanners
- Stationery Industrial Scanners
- Vision Systems

Datalogic is qualified to be part of Medical Device and Pharma Manufacturing and Distribution, verifying that life-saving products are manufactured to the exact specifications required, in order to properly dispense medications and to accurately track, label and inspect the devices. Thanks to its cutting edge fixed imagers, scanners, hand held products and mobile computers, Datalogic ensures these items are properly tracked throughout the whole supply chain, verifying lot numbers, manufacturing information, expiration dates and more stored on 2D bar codes, at the device, carton, and pallet level.

HOSPITALS

- Mobile Computers
- General Duty Hand Held Scanners

Patient safety and the prevention of medical errors are among the healthcare industry’s foremost concerns. Healthcare professionals rely on Datalogic bar code scanners during direct care activities to guarantee correct patient identification, medication verification and a comprehensive Electronic Medical Records (EMR) management.

PHARMACIES

- Mobile Computers
- General Duty Hand Held Scanners
- Presentation Scanners

POS Checkout at retail pharmacies requires a careful optimization of the space on the counter to dedicate the best possible space for sellable items. For this reason, it is important that bar code scanning solutions have a small footprint and the most efficient scanning capability. Datalogic provides pharmacies with imaging technology able to scan small, hard-to-read codes, with the capability of reading 2D codes which are now the most common type of codes used with prescription labeling.

EASEOFCARE Service Programs

Datalogic’s EASEOFCARE Service Programs provide superior life-cycle support to ensure that products are always operating at peak performance. A variety of Service Programs are available to match your business requirements:

- EXTENDED RANGE OF COVERAGE (3 and 5-year options available)
- FASTEST REPAIR TURNAROUND TIME
- ENHANCED FREIGHT CONDITIONS
- FACTORY PARTS AND PROCEDURES
- SELECTED FACTORY UPGRADES
- BATTERY MANAGEMENT

Please contact your sales representative to find out what type of services are available in your region.

www.datalogic.com
PHARMACEUTICAL

1. Pharma Production
Pharmaceutical production requires high performance solutions for secure and accurate product tracking throughout every phase of the manufacturing process. Datalogic solutions include smart cameras, vision systems, laser marking systems, and fixed bar code readers that inspect, mark, and validate items as they move through production.

2. Pharma Distribution
Medical device and pharma manufacturing and distribution brings life-saving products to hospitals, pharmacies, care givers, and patients for administration. Assuring these products are manufactured to exact specifications requires Datalogic vision and marking systems that properly dispense, track, label, and inspect medications and devices.
HOSPITALS

5 PATIENT’S RIGHTS

RIGHT DRUG
RIGHT PATIENT
RIGHT DOSE
RIGHT ROUTE
RIGHT TIME

1. Admittance

Electronic tracking of patients using bar codes increases the effectiveness of treatments and helps to eliminate errors. Bar codes are attached to medical charts and patient wristbands are used for identification from the admitting process through discharge. Datalogic hand held scanners and mobile computers deliver efficient and secure data by capturing and eliminating manual data errors with patient file reliability, tracking and follow up.

2. Surgery

Hospitals and medical environments require extreme accuracy in tracking disposable item expiration and non-disposable instrument cleaning. This information maximizes quality of care and reduces chances for infection. Datalogic technology delivers solutions for both applications. Surgical instruments are etched using Datalogic laser marking systems allowing them to have permanent bar codes unaffected by harsh chemicals and autoclaves. These codes are read as part of the sterilization procedure. Datalogic scanners and mobile computers combine the latest data capture technology with Disinfectant-Ready enclosures designed to withstand daily cleaning with harsh chemicals to effectively fight germs and bacteria. These devices allow tracking of supplies and instruments from the sterile inventory to the operating room.

3. Laboratory

Ensuring the proper test is administered to the proper specimen, and that the results are correctly reviewed and recorded is best accomplished using automatic data capture. Solutions employed in the laboratory help keep track of thousands of specimens efficiently and effectively while helping to combat infection. Datalogic hand held scanners and mobile computers are used by technicians and staff in the laboratory, and Datalogic bar code scanning engines are integrated into testing equipment. Together these solutions maximize the integrity of laboratory operations.
4. Patient, Bed Care

Bedside scanning and electronic medical records are in use throughout the healthcare industry enhancing the productivity and timeliness of medical staff while eliminating human error and poor decision making. Datalogic solutions for bar coding ensure patient safety by working with healthcare systems to enforce five key patient rights: Right Patient, Right Drug, Right Dose, Right Route, Right Time.

5. Inventory Management

Every enterprise keeps cost down through tight inventory management. In healthcare inventory, controls are critical to ensure correct levels are maintained and expired items are removed. Datalogic solutions include mobile computers, RFID readers, temperature loggers and barcode scanners that deliver a reliable and accurate inventory, helping healthcare enterprises improve care and manage their costs.
1. In-Store Operations

Pharmacies rely on cost-saving inventory management systems using data collection equipment to track prescription medications. By scanning the prescription pick list during filling, pharmacies reliably and accurately track their activity ensuring proper inventory levels of their medications. Datalogic has an extensive offering of wireless and cabled hand held scanners for in-store operation.

2. Point of Sale

Retail pharmacies are characterized by a small point-of-sale checkout location having 1-3 checkout counters. With limited space, it is important that bar code scanning solutions have a small footprint. Datalogic presentation scanners and hand held scanners pack the latest technology into a compact form factor for efficient bar code reading in tight spaces.
Datalogic is a global leader in the automatic data capture and process automation markets, specialized in the designing and production of bar code readers, mobile computers, sensors for detection, measurement and safety, RFID vision and laser marking systems. Datalogic solutions help to increase the efficiency and quality of processes in the Retail, Manufacturing, Transportation & Logistics and Healthcare industries, along the entire value chain.

The world’s leading players in the four reference industries use Datalogic products, certain of the attention to the customer and of the quality of the products that the Group has been offering for 47 years.

Today Datalogic Group, headquartered in Bologna (Italy), employs approximately 3,200 staff worldwide, distributed in 28 countries, with manufacturing and repair facilities in the USA, Brazil, Italy, Slovakia, Hungary, Vietnam, China and Australia. In 2018 Datalogic had a turnover of 631 million Euros and invested over 61.9 million Euros in Research & Development, with an asset of more than 1,200 patents in multiple jurisdictions.