

St. Luke's Consolidated Services Center

Building a Resilient Healthcare Supply Chain Through Automation

Location

United States

Industry

Healthcare

HAIROBOTICS

HaiPick System 1



“The project isn't about automation for its own sake. It's about outcomes for the hospitals and caregivers and for our patients they serve every day. This center is built really for all of them.”

Jason Merrill

Senior Director of Supply Chain Management, St. Luke's

18,600+

Storage Locations

14,000 sq. ft.

Automated Footprint

650+

Outbound Totes/Hour

28

ACR Robots

Exceptional
Order Accuracy

Enhanced Visibility
and Operational
Control

Project Specifications

System:	HaiPick System 1
Robots:	28 Autonomous Case-Handling Robots (ACRs)
Workstations:	Multiple ergonomic goods-to-person workstations
Standardized Totes:	Regulatory-ready, machine-washable
Outbound Efficiency:	650+ totes/hour

Challenges

- Heavy reliance on third-party logistics providers, limiting operational control and visibility
- Need to improve distribution speed, cost efficiency, and supply chain responsiveness
- Requirement for a modern, safe, and ergonomic workplace for employees
- No prior warehouse or automation experience, requiring trusted implementation and support partners

About The Client

St. Luke's Health System launched a greenfield Consolidated Services Center to gain greater supply chain control, improve fulfillment speed, and reduce costs. Partnering with Hai Robotics and Equipment Depot, the organization brought distribution operations in-house and implemented a purpose-built automated solution. The result is enhanced inventory visibility, improved operational efficiency, and reliable delivery of critical medical supplies to support caregivers and patient care.

Highlights



Greater Control Over Healthcare Distribution

By transitioning from a fully outsourced model to an automated in-house distribution center, St. Luke's gained full visibility and ownership of its supply chain operations. The facility enables faster decision-making, improved responsiveness, and better control over critical medical inventory.



Purpose-Built Automation for Healthcare

Powered by HaiPick System 1 and 28 ACRs, the facility delivers over 18,600 storage locations within a 14,000-square-foot footprint. The goods-to-person solution minimizes operator travel, streamlines workflows, and supports reliable fulfillment of healthcare supplies.



Supply Chain Reliability for Better Patient Care

With throughput exceeding 650 outbound totes per hour and integrated verification processes, St. Luke's can consistently deliver critical supplies to caregivers when and where they are needed. The result is a more resilient healthcare supply chain that helps keep patient care the priority.