In 1953, Swisslog installed the first ever pneumatic tube system in a hospital. More than 60 years later, we are proud to be the top choice for North American health systems. From full-service system design to lifetime customer support, we are committed to being easy to do business with—so you can focus on what matters most.
95% of hospital Facilities Managers recommend TransLogic Pneumatic Tube Systems

Reliability, Performance & Exceptional Support

More than 2,300 North American hospitals select TransLogic Pneumatic Tube Systems for high-performance, reliability and superior service and support.

Swisslog technical support, training, and overall responsiveness surpass all competitors.”
— James McIntyre, Facility Manager, Children’s Hospital of Michigan

The benefits I see as a Swisslog customer include a quality system, top notch field/tech support & sales team, and reliability – all from a respectable company.”
— Steve Strawmyer, Director of Plant Operations & Facilities, Witham Memorial Hospital

The benefits of a TransLogic Pneumatic Tube System are reliability, dependability, and performance.”
— Steve Hoskins, Director of Facilities, Appalachian Regional Healthcare

Superior Service & Support

More than 100 years ago, Swisslog got its start as a service organization for pneumatic tube systems. Today, more than 3,000 hospitals worldwide benefit from 24/7 support from our Network Operations Center and field service organization.

96% of Facilities Directors rate Swisslog field technician support as “Excellent” or “Best in the Market”

82% of Swisslog clients report issue resolution over the phone in less than an hour or sooner

100+ field service technicians make up the industry’s largest service organization

Source: Third-party research conducted by TechValidate via online survey of Swisslog Pneumatic Tube System Clients, April 2017
Unmatched Innovation

With 25 active PTS-related patents, Swisslog invests heavily in research and development to deliver unmatched innovation. New developments in automated chain-of-custody tracking enable Swisslog clients to manage the increasingly complex regulatory landscape.

Clinically Driven Design

Pneumatic tube systems do more than avoid manual deliveries—they ensure life-saving medications arrive when patients need them most. Unlike other PTS companies, only Swisslog connects the entire hospital supply chain, including medication management, automated transport and supply distribution.

“A patient with extremely high blood pressure was tubed a stat dose of medication. Thanks to our TransLogic Pneumatic Tube System, this prevented the patient from going into a stroke or heart failure.”
— Pharmacy Technician, Veterans Affairs Hospital

“During a rapid response when a patient was having a heart attack, we sent their medications through the TransLogic Pneumatic Tube System. Because it got to the floor really fast, the patient survived.”
— Mau Martinez, Pharmacy Technician, Cottage Health System

86% of inpatient hospital pharmacies are interested in medication delivery tracking that extends beyond the pneumatic tube system to include manual deliveries.

Only Swisslog delivers complete chain-of-custody, combining technology and workflow to track materials throughout the hospital. The TransLogic PTS communicates directly to Delivery Manager Software through RFID technology, instantly updating the status of any medication order.

Source: Third-party research conducted by TechValidate via online survey of Swisslog Pneumatic Tube System Clients, April 2017
About Swisslog Healthcare

Swisslog designs, develops and delivers best-in-class automation for forward-thinking health systems, warehouses and distribution centers. We offer integrated solutions from a single source—from consulting to design, implementation and lifetime customer service. Behind our success are more than 900 employees worldwide, supporting customers in more than 20 countries. Visit swisslog.com/healthcare to learn more.

TransLogic is a registered trademark of Swisslog AG. Swisslog systems may be covered by one or more patents. See swisslog.com/patents for details.

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