



## OVERVIEW

# CommTrack Mobile Logistics for Low-Resource Settings

An open-source, turnkey product designed to strengthen public health logistics through the use of mobile technology. CommTrack helps frontline health workers to manage commodities effectively while also providing real-time, reliable information to decision-makers.

## THE PRODUCT

The UN Commission on Life-Saving Commodities for Women and Children (the Commission) was formed as part of the global Every Woman Every Child (EWEC) movement. Recommendation 6 of the Commission states, "By 2015, all EWEC countries have improved the supply of life-saving commodities and build on information and communication technology (ICT) best practices for making these improvements." To realize this goal, Recommendation 6 conveners have worked to enhance CommTrack, an open-source health supply chain tool

## Highlights

In Malawi, **99% of community health workers** preferred reporting stock over the phone using cStock to paper-based reporting.

In Ghana, **84% of facilities** in the pilot reported their stock via SMS every week using the Early Warning System.

In Tanzania today, **more than 3,500 facilities** are enrolled in ILSGateway.

available on mobile phones targeted at frontline health workers.

CommTrack is an open-source, turn-key product available at [www.comtrack.org](http://www.comtrack.org). It is designed to strengthen logistics management through the use of mobile technology. Its purpose is to support health workers and other mobile agents who manage commodities in low-resource settings. Leveraging ordinary phones, it provides a tool for reports, alerts, decision support, order tracking, delivery notification, and communications. It has been proven at scale, to provide reliable, real-time, and actionable information to improve the performance of supply chains.

#### FEATURES

CommTrack's capabilities include:

- Flexible interface available through SMS, offline Nokia application, Android smartphone, Android tablet, or web interface
- Stock Activity Monitoring: capture data on stockouts, stock availability, stock receipts, and stock dispensed
- SMS and Email Alerts and Reminders
- Requisitions and Delivery: create, track and manage stock replenishment automatically
- Basic Forecasting: automatically infer consumption rates, resupply levels, and impending stockouts for individual facilities on the basis of historical data
- Interoperability: share data with other systems through Excel, open, documented server interfaces, or other export tools
- Visualize stock information through engaging, interactive maps
- Checklists: improve stock management practice through targeted job aids

#### DEPLOYMENTS

CommTrack has grown out of work done in three countries with John Snow Inc. (JSI) and in a fourth with UNICEF. This technology is currently being used at scale in Tanzania (ILSGateway), Ghana (Early Warning System or EWS), Malawi (cStock), and Uganda (mTrac).

The Ministry of Health and JSI in Tanzania are in the process of deploying this technology on a national scale. The evaluation in Tanzania indicated that the increased recognition and real-time



nature of the SMS system was as powerful an incentive as monetary rewards, and reporting rates for the pilot were comparable with other systems that did provide a monetary reward for reporting. Today, CommTrack is in use in over 3,500 facilities in Tanzania.

In Ghana, the system has been adapted to act as an Early Warning System, automatically calculating consumption to provide a rich set of indicators and alerts to not only address, but proactively prevent stockouts. Facilities demonstrated improved stock-keeping records compared to non-EWS facilities and high SMS reporting rates (85%) with no monetary incentives. Over 90% of users in Ghana indicated that the time spent to submit these stock reports, ease of use, and frequency was acceptable.

In Malawi, SMS reports are used directly to calculate just-in-time stock needs of over 1800 community health workers (CHWs) as part of the Gates-funded JSI SC4CCM (Supply Chain for Community Case Management) initiative. In Malawi, 99% of CHWs indicated that cStock saved them significant time in collecting products. Compared to baseline, product availability more than doubled with a set of interventions which included cStock. Reporting rates average above 80% in all districts, compared to 43% at baseline, with some districts reaching 100%.

#### CONTACT

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