

# Strategic document outsourcing across the enterprise.



This Fortune 50 company wanted to develop an enterprise-wide approach to document management to help save money and drive innovation.

## Background

Our client is a top Fortune 50 healthcare provider. The fast-growing company provides healthcare services across the United States.

## The Challenge

To maintain its leadership in a highly competitive, cost-sensitive industry, it constantly looks for ways to transform its business by outsourcing non-core operations to experts. That's why the company invited several leading vendors to develop an integrated, enterprise-wide Document Outsourcing solution that would include document creation, distribution, capture, storage and production.

The company wanted to:

- Improve the quality and reliability of document services available to employees
- Take full advantage of the power of automation
- Create a more efficient system for communicating with physicians
- Make key stakeholder communications more effective
- Reduce document management costs
- Devote more of its internal resources to advancing the practice of pharmacy through innovation

To achieve these goals, the company needed a strategic partner with the resources, experience and expertise to bring in state-of-the-art technology, manage complex implementations and operations, achieve operational excellence and deliver measurable results.

At the conclusion of a rigorous, multi-year RFP process, it decided to develop a long-term strategic partnership with the Document Outsourcing experts at Xerox.

# Achieving operational excellence. Reducing costs year after year.

## The Solution

We worked closely with this company to develop, implement and manage an integrated, enterprise-wide Document Outsourcing solution.

- We replaced outdated office equipment with state-of-the-art, multifunction devices designed to improve quality and efficiency. This has created a digital “on ramp” for documents so that information workflows can be automated.
- We helped optimise its office infrastructure by managing equipment, service and supplies with Xerox® Enterprise Print Services experts.
- We developed a hosted digital repository that provides its Customer Service Agents with fast access to key member information.
- We upgraded the quality and security of in-bound and out-bound fax system, a key communication channel to physicians.
- We supported a series of projects designed to improve the effectiveness of key member communications by applying the science of communication engineering.
- We optimised in-house and outside print production, including Explanation of Benefits documents.
- We streamlined mailroom operations and added electronic chain of control for accountable mail.
- In addition, we helped streamline implementation and promote employee acceptance with our effective Lean Six Sigma and Change Management methodologies.

## The Results

With our help, this company has already saved \$5 million on document management with more savings on the way. It has also transformed its business by dramatically improving document-driven business processes.

The company:

- Optimised its office document management infrastructure.
- Built a strong foundation for an integrated Enterprise Content Management system.
- Streamlined business processes and accelerated the pace of automation by increasing the use of digital documents.
- Improved the speed, quality and cost-effectiveness of in-house and outside print production services.
- Reduced document inventories and improved version control.
- Improved the quality of the customer experience by reengineering Explanation of Benefits documents.
- Provided Customer Service Agents with faster access to the latest customer information, reducing call times and saving money.
- Improved reliability and security of communications with physicians by implementing robust in-bound and out-bound fax solutions as a hosted service.
- Delivered major savings and added accountability in its mailroom operations.
- Established a long-term strategic partnership designed to improve document management and reduce costs year after year.

Thanks to the benefits of Document Outsourcing, our client can now devote more resources to the development of innovative healthcare services.

## Case Study Snapshot

### The Challenge

- Improve document-driven business processes
- Develop an enterprise-wide approach to document management
- Accelerate the pace of automation
- Increase efficiency and reduce costs in the office and print production environments
- Improve customer service
- Improve physician and member communications
- Achieve operational excellence in the mailroom

### The Solution

- Optimised office infrastructure by managing equipment, services and supplies
- Digital document repository
- Hosted in-bound and out-bound fax services
- Communication engineering for member communications
- Expert outsourced print production and mailroom services
- Lean Six Sigma and Change Management expertise

### The Results

- More than \$5 million in savings
- Dramatically improved office infrastructure, employee efficiency and productivity
- A strategic, enterprise-wide approach to document management
- More effective physician and member communications
- Enhanced customer experience
- Operational excellence in production print and mailroom
- A long-term partnership designed to improve efficiency and reduce costs year after year

**About Xerox Services.** Xerox Corporation is a world leader in business process, information technology and document outsourcing services. Our unique combination of industry expertise and global delivery capabilities helps you reduce costs, streamline operational processes and grow revenue while clearing the way for you to focus on what you do best: your real business.

**For more information on how we help healthcare companies, visit [www.xerox.co.uk/services](http://www.xerox.co.uk/services).**

