

# Building world-class document management services for a top healthcare network.



A world-class health network needs a world-class document services provider. That's why it has a strategic partnership with Xerox. And we keep earning its business.

## Background

This client is one of the Top 10 integrated health networks in the U.S. The fast-growing organisation operates nine acute care hospitals and provides services at more than 100 sites—both urban and rural. It is dedicated to being a world-class healthcare provider and a leader in the field.

## The Challenge

A few years ago, it made a major commitment to the future by building a new hospital with state-of-the-art medical technology. To support its long-term strategy and plans for growth, the organisation's leaders decided to create a 21<sup>st</sup> century document services infrastructure to improve speed, efficiency, compliance and cost. Based upon the success of the initiative, hospitals across the organisation are incorporating best practices as part of their strategic growth and development plan.

In particular, this health network wanted to make improvements in a number of key operational areas that supported both internal and external communications.

The in-house print shop was underutilised, due in part to job tracking and turnaround problems. Its approach to forms management—which relied on manual work processes and large printed inventories—was out of date.

The organisation also wanted to upgrade its fleet of document devices, improve uptime and service quality and reduce its reliance on faxing, which can open the door to information security and compliance risks.

To meet these challenges and build a strong foundation for the future, it turned to us for innovative ideas, state-of-the-art technology and unrivaled document management expertise.

# Improving productivity, compliance and cost. Enabling world-class patient services.

## The Solution

We worked with this health network's senior leadership and IT Customer Support teams to optimise their document management and production throughout its growing network.

We completely revamped the print shop by designing a more efficient floor plan, bringing in new digital printing and mail handling technology, installing a real-time job ordering, tracking and billing system and implementing proven management processes to ensure consistent quality and turnaround speed.

We consolidated its mail services with its print shop operations to simplify management and improve speed and quality.

We upgraded the client's document device infrastructure by replacing outdated printers, copiers and fax machines with highly efficient multifunction devices that provide powerful scan-to-email capabilities.

We improved service and support with an expertly managed Help Desk and highly skilled on-site Xerox® DocuCare service professionals who are available 24 hours a day, seven days a week.

We implemented a fast, efficient print-on-demand solution for forms management and a secure solution for printing forms and tamper-proof prescriptions to support multiple locations.

We provided a full complement of professional mail services and developed a more cost-effective vendor selection process for outside print production.

We also worked closely with members of the marketing team to help them reduce their outside printing costs by taking full advantage of the improved capabilities of the in-house print shop.

## The Results

By implementing major improvements in quality, reliability and speed, we helped our client triple the utilisation of its in-house print shop and reduce the use of costly outside printing services by almost 80%.

We improved management control and transparency of the print shop with real-time job tracking capabilities.

We made it easy for employees to order printing right from their desktops by implementing WebCRD, an innovative, web-based portal that automates the job submission process.

We improved the speed and reliability of mail services by guaranteeing a specific turnaround time for every task.

We improved the uptime of the health network's office output devices by providing round-the-clock on-site service and Help Desk support.

We helped our client reduce costs and prevent the waste of precious resources by implementing a fast, efficient print-on-demand solution for forms management. The solution allowed it to reduce the storage space for inventoried forms by 80%, saving money and freeing up space for better uses.

We helped our client improve information security, HIPAA compliance and employee productivity with scan-to-email capabilities that streamlined work processes and reduced reliance on hard-to-manage faxing.

We helped it save on outside printing costs by establishing a disciplined and vendor-neutral selection process with no loss in quality.

These improvements helped this healthcare provider take a big step toward its goal of building a world-class infrastructure to support its strategic goals.

## Case Study Snapshot

### The Challenge

- Improving employee productivity, information security and regulatory compliance
- Better operation and utilisation of in-house print shop
- Enhancing forms management and internal mail services
- Upgrading office output devices
- Reducing outside printing costs

### The Solution

- Optimised in-house print shop equipped and managed by Xerox
- Web-based portal automates print shop job submissions
- Mail services provided by Xerox with guaranteed turnaround times
- Network of multifunction devices with scan-to-email capabilities
- 24x7 support from on-site Xerox® DocuCare and Help Desk professionals
- Fast, efficient print-on-demand forms management solution
- Improved vendor selection process

### The Results

- Increased utilisation of in-house print shop by 3X
- Reduced use of outside printing vendors by almost 80%
- Improved office device uptime
- Reduced paper-based work processes, increased productivity
- Faster, more efficient forms management process
- Improved mail services, regulatory compliance, information security and productivity

**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 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 leading healthcare providers, visit [www.xerox.co.uk/services](http://www.xerox.co.uk/services).**

