

Leading Healthcare Provider Optimizes Print Infrastructure & Achieve Cost Savings with Fuji Xerox



This healthcare provider worked closely with Fuji Xerox to implement Managed Print Services (MPS) and Patient Admission System (PASS) to streamline its document management and patient admission process, leading to significant cost savings, improved productivity and increased patient satisfaction.

Background

This organisation is one of the region's leading providers of healthcare services across Asia, including Singapore, Malaysia, Brunei, India and China. In this organisation, documents are of utmost importance with massive output of patient documents, invoices and forms. In order to continuously deliver high quality healthcare services, it is seeking ways to reduce costs in the area of document management.

The Challenge

Before implementing Fuji Xerox's solutions, it owns multiple brands of copiers, printers, fax and scanning machines, resulting in a lack of visibility on document-related spending. Individual department own different machines without tracking paper usage and there was no consolidation on the leasing and rental of machines. So that made it really challenging to track and control these spending.

In addition, patient documents were stored in individual offices that required time and effort to search and retrieve them. Due to the large network of hospitals, patients were

required to produce identification documents whenever he or she was admitted to another hospital across this organisation.

With a proven track record of delivering high quality healthcare service, they were keen to improve its internal document processes to support further growth in its organization by lowering costs. And the first step to doing so was by tracking its spending through the implementation of a managed print service.

To align to its primary focus on patient satisfaction, the organisation was also seeking ways to digitize its registration process to facilitate patient admission within its hospitals.

They wanted a solution that was capable of meeting their document needs and, at the same time, reducing paper usage and ultimately, improving productivity and providing sustainable costs-savings.

With a strong track record as a leading provider of document and knowledge management solutions, Fuji Xerox was selected to build the document management infrastructure to achieve its objectives.

Transforming document services.

Improving cost, productivity and visibility.

The Solution

Working closely with them, Fuji Xerox assessed the needs of the entire organization and proposed solutions that would transform its management of documents:

- Managed Print Services (MPS), a comprehensive and strategic restructuring and deployment of Multi-function Devices (MFDs) across multiple sites including their hospitals and corporate offices
- A consolidated monthly billing and detailed report on each department's machine ownership and paper usage that enabled tracking of all document spending
- A one-stop, centralized helpdesk was established to handle enquiries from all staff on document-related enquiries and issues. Expert, day-to-day management of their fleet of machines including maintenance, break-fix and service and supplies were also provided
- Patient Admission Scanning System (PASS), another comprehensive solution that was implemented to streamline the patient admission process

Fuji Xerox was able to outline a clear and objective roadmap on the different types of solutions that would be implemented in phases, showcasing the benefits that would be gained in the long term.

The Results

Through the reduced number of MFDs in its premises, it is able to reduce costs by maximizing the use of the devices in the various geographical locations.

The reduction in the number of devices also translated into reduced paper usage, which helps to lower costs further and makes it a more environment-friendly organisation.

Reports for each office/department's devices are generated every month that gives a complete visibility on the costs incurred and trends of paper usage, enabling them to redeploy machines that are not fully utilized, to locations that require high volume of paper usage.

Furthermore, print volumes are now consolidated into a single document, facilitating the tracking of document spending in each department easily.

As part of the MPS agreement, Fuji Xerox provides a centralised helpdesk service to reply to all document-related issues. With a response time of less than 2 hours, it can be assured that all devices are in excellent working condition, allowing staff to focus on their core activities.

The introduction of PASS has indeed greatly improved their operations. Patient documents no longer need to be dispatched to the central office as they are scanned and stored in a warehouse thereafter. This centralized repository solution enables its hospitals to manage the consolidated patient documents efficiently and eliminate the possibility of losing files and folders during the dispatch process.

More importantly, patients need not produce similar identification documents when they are admitted again to any hospital across the organisation. This brings about improved productivity and greater efficiency, enabling doctors and nurses to focus on delivering high quality services to patients.

A credible and innovative advisor, Fuji Xerox has forged a good relationship with this leading healthcare provider, providing solutions that meet their requirements throughout the entire lifecycle and giving them the assurance and confidence to continue working with Fuji Xerox.

Case Study Snapshot

The Challenge

- Multiple brands of machines
- Unable to consolidate leasing status and billing due to multiple invoices
- Unable to track paper usage and spending
- Similar identification documents had to be produced by patients when admitted again
- Time-consuming to search and retrieve manual copies of patient documents

The Solution

- Restructuring of print environment through Managed Print Services (MPS)
- A monthly consolidated billing and report of each department's paper usage and spending
- A centralised helpdesk for all document-related issues
- Patient Admission Scanning System (PASS) that simplifies the patient admission process

The Results

- Provided huge costs-savings through reduced devices and paper usage
- Consolidated billing to track spending
- Provided one-stop helpdesk for all staff to call in
- Reduced service response time to just less than 2 hours
- Enabled instant search and retrieval of patient documents
- Increased patients' satisfaction

About Fuji Xerox Singapore. Established in 1965, Fuji Xerox Singapore is the country's leading provider of new class document solutions. We offer an unparalleled portfolio of document technologies, services, software, supplies and document-centric outsourcing. Supported by an unrivalled team of industry leading professionals, we are committed to help our customers achieve increased productivity and process efficiency gains through innovative document solutions, while meeting their sustainability objectives and reducing costs.

For more information on how we help leading healthcare organisations, visit www.fujixerox.com.sg or call us 6766 8888.