



Healthcare Facility Improves Workflows and Reduces Document Management Costs

This Dallas, Texas pathology practice turned to Sharp and Technifax Office Solutions when it realized it needed to reduce its document management spending and increase its security and efficiencies.

Business Environment Challenges

A well-known, physician-owned pathology practice headquartered in Dallas, Texas with a team of nearly 40 board-certified pathologists, wanted to replace its multifunction printers (MFPs), reduce its overall document management costs and improve its service and support. With poor equipment performance, very slow service response times and the need to release print jobs securely, the healthcare facility knew it needed an update.

Technology Solutions

After several bids, including that of its current provider, the facility chose Sharp and Technifax Office Solutions, a local Sharp dealer, to get the job done.

Fifteen Sharp 50 page per minute (ppm) Advanced Color Document Systems were implemented, along with select solutions to help improve overall functionality. AIP Connect, a centralized library of easy-to-use connectors that are designed to perform tasks to enhance the basic print and scan functions of Sharp OSA®-enabled MFPs, provided the necessary integration with Microsoft® Exchange and SharePoint®. In addition, the PaperCut™ access control and tracking solution paired with AIP Connect, allowing users to single-sign-on to the Microsoft applications. The Sharp MFPs worked seamlessly with the facility's pre-existing HID cards with RF IDEas card readers, adding additional security and convenience with each print job. To tie the new system together, the facility now monitors usage data and access restrictions through the PaperCut™ walk up solution.

Industry
Healthcare

Challenges

- Needed to get control over high document management costs
- Needed to ensure patient and doctor privacy in a demanding environment
- Lack of support

Solutions

- Sharp color MFP with 50 ppm
- AIP Connect
- RF IDEas card readers
- PaperCut access control and tracking solution

Results

- Decreased overall document management and printing costs
- Enhanced speed, efficiency and security from MFPs
- More attentive and responsive support

Innovative Results

Since implementation, the healthcare facility has seen a reduction in overall printing costs. With AIP Connect, the facility can now print and scan health documents more securely, ensuring patient and doctor privacy while still meeting the needs of their demanding environment. It also likes how the MFPs' automatic walkup motion sensor ensures that the devices are ready for use within seconds.

“One of the main challenges with our previous provider was how slow the machines were, especially when starting up,” says the facility’s chief information officer (CIO). “Now, we really like how the Sharp machines are ready when we need them to be.”

Additionally, working with Sharp and Technifax has vastly improved service times for the facility.

“[Sharp and Technifax] have been much more responsive than our previous provider has as far as getting out here when we need them,” says the facility’s CIO. “The support that we received during the sales process and pre- and post-implementation has exceeded our expectations and surpasses what we received from our previous vendor.”

