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CASE STUDY

HEALTHCARE INDUSTRY

VIASYS MedSystems (VAS)

Taking the pain out of paperwork

CHALLENGE

- Needed to reduce high service costs for old digital copier install base
- Wanted to implement digital imaging solution to establish disaster recovery program and reduce amount of hardcopy paper
- Sought a simple and convenient way for employees to access scanning and distribution capabilities

STRATEGY

- Standardized copier base with eCopy-equipped multifunction devices
- Integrated eCopy into Microsoft Exchange server for scan and mail capability
- Implemented eCopy's scan to file functionality to aid in the disaster recovery process

RESULTS

- User authentication at the device ensures secure distribution of scanned documents and helps provide audit trails
- Efficient method for processing quality assurance reports, reducing amount of hardcopy paper
- Scan to file capability allows employees to easily access digital files via their shared network directory
- Improved customer service through shortened review and approval cycles
- Rapid end user adoption rate by office and factory staff

ABOUT VIASYS MEDSYSTEMS

VIASYS Healthcare Inc. (VAS) is a global market leader in healthcare technology and built on a solid history of innovation, superior product performance, and a commitment to customer service. Customers of VIASYS Healthcare include hospitals, alternate care sites, clinical laboratories, and private physicians in over 100 countries. VIASYS Healthcare comprises many well-established companies that are each recognized for market leadership, including VIASYS MedSystems. VIASYS MedSystems specializes in developing, manufacturing, marketing, and servicing enteral feeding tubes, disposable respiratory accessories, surgical barrier control systems, clean suits, and airway management devices. Located in Wheeling IL, the division has about 400 employees.

"eCopy is a very easy and quick way to add scanning and digital archiving to your business. The learning curve for our employees was less than two minutes."

— **Matthew D. McCann**
IT Manager
VIASYS MedSystems

VIASYS MEDSYSTEMS WANTED TO ESTABLISH A DISASTER RECOVERY PROGRAM...

VIASYS MedSystems was approaching the end of life for its copier installed base, and as a result, service costs were escalating. In addition to seeking a more cost-effective copying solution, the company wanted to take advantage of newer digital technologies to establish a disaster recovery program for critical documents and reduce the amount of paper used in its business processes. The company had limited scanning capability in place and wanted to place scanning within easy reach of all employees who had a need for the service.

VIASYS MedSystems Case Study

“Because we are a healthcare company, many of our documents must be stored for five-plus years. By digitizing these documents using eCopy, we ensure regulatory compliance, save a huge amount of space, and are better able to protect our records from fire, tornados, or other disasters with off-site storage of the digital files.”

— **Matthew D. McCann**
IT Manager
VIASYS MedSystems

AFTER REVIEWING AVAILABE OPTIONS, VIASYS MEDSYSTEMS CHOSE...

to standardize its copier installed base, purchasing five eCopy-equipped multifunction devices. According to Matthew McCann, IT Manager, “When we saw what eCopy could do for us in terms of document imaging and disaster recovery through its scan to file and scan and mail capabilities, we understood the potential right away. Additionally, by integrating eCopy with our Microsoft Exchange server, we had the added value of secure user authentication and a usage audit trail.”

VIASYS MEDSYSTEMS HAS SEEN A RAPID USER ADOPTION RATE...

McCann says, “Almost all of our office staff uses eCopy regularly, as well as about 10% of our factory staff.” McCann indicates that placing an eCopy-equipped multifunction device on the factory floor has resulted in a more efficient quality assurance process. He adds, “Before eCopy, quality assurance reports were copied and placed in three-ring binders. Not only did this take time and consume valuable space, paper reports filed in binders were less accessible to those who needed to view them. Now they are scanned

using eCopy and stored on our shared network drive where they are quick and easy to locate.”

In the office environment, eCopy has enabled significant change. Revisions to sales contracts are managed by scanning documents and e-mailing them to the appropriate sales representative, who can review changes on his or her Blackberry. This makes the review and revision process faster, shortening sales cycles. International shipments are streamlined by using eCopy to electronically assemble customs documentation, and international faxing is on the verge of being eliminated. McCann says, “The other area where we have seen big benefits is in the processing of customer complaints. Our regulatory complaint department uses eCopy to document complaints and sends Adobe PDF reports back to the initial complainer, and then digitally archives them for future reference. In the old days, they would have to file a complaint, research it, get everything printed and signed, and then mail the report back. Now reports often go out the “virtual” door the same day the complaint is received, improving both efficiency and customer service while reducing postal costs and research time. This has been a great advantage to our international customers who can now receive pamphlets, pictures, and reports back instantly instead of waiting days for information. The eCopy solution has also proved to be a great resource for tracking recurring problems and resolving manufacturing faults since everything is now digitally archived.”

MedSystems is in the process of transitioning away from faxed purchase acknowledgements for its customer service team. Using eCopy, purchase documentation is scanned and e-mailed to customers instantly.

According to McCann, MedSystems is in the process of implementing a formal archiving system which will be integrated with eCopy to streamline the process even more.

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