

Extra Room for Extra Care

Gain more capabilities in less space when you move print services into the cloud.

Increasing demand for in-person healthcare increases the need for space.

Here's how we helped a leading national healthcare provider consolidate print production operations into the cloud, move to a variable-cost model and maintain the quality of service they value.



CHALLENGE

Our healthcare client had a mission to reduce fixed costs, including reclaiming the real estate used for print production, mail operations, and warehousing which spanned three states.

Requirements included maintaining SLA's, a secure technology platform, closed-door production facilities, and a robust suite of services offerings.

Vendor consolidation to a closed-door offsite print production and fulfillment center, inventory management, and best-in-class client services were paramount.

Nationwide scalability, including equipment redundancy, a strong supply chain, and the ability to adapt quickly, was also key due to both the urgent nature and the constant day-in-day-out need for healthcare services.

SOLUTION

Because of our longstanding partnership, this healthcare provider turned to their Xerox account team for guidance.

Alongside the company's key corporate stakeholders, we performed a deep dive analysis and recommended moving to a cloud print services model.

Central to the strategy was a secure distribute-and-print nationwide network of closed-door production centers. The client requirements were met through access to a large and diverse fleet of equipment, a robust supply chain, and an efficient and time-tested routing system based on delivery location and, overall, a broader suite of services.

RESULTS

With end-to-end manufacturing, warehousing and distribution handled offsite, the client is able to utilize the reclaimed space for essential onsite medical services, increase its focus on other business-critical functions, decrease the total cost of operation, and recapture control of print done by remote workers.

The client also gained:

- Reduction in fixed costs (CapEx) allowing funds to be redistributed to new initiatives.
- Increase in on-time delivery, ensuring documents are where they are needed, when they are needed.
- An online document repository with convenient self-service 24/7 ordering and automated order routing.
- Vendor consolidation.
- A dedicated, trusted client services team.
- User-level, department-level and aggregate ordering data for greater visibility into print spend.

GIMBEL &
ASSOCIATES

Xerox Reinvention Partner

Seasoned professionals in the graphics communications industry, G&A helps clients ignite business growth through applied technologies.

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