FUJI XEROX

Improving forms and print management with help from a dedicated Xerox Document Advisor

"Our Document Advisor helps us improve document management throughout our organisation. He's a very valuable member of our team"
 – Brook Ladd
     Director of Materiels Management
     Allegiance Health

The Situation

Allegiance Health is a 411-bed regional health system based in south central Michigan. Like all hospitals, Allegiance Health relies on hundreds of forms to manage its operations and maintain regulatory compliance.

Over time, however, these forms began to cause major management problems. Too many forms and form versions were in distribution, so employees often didn't know which ones to use. And some of the forms were inaccurate or outdated, which conflicts with regulatory compliance.

In addition, there were differing designs for brochures and other documents. The inconsistency hurt the organisation's brand image. So did outdated in-house printing capabilities, which forced the marketing department to print many of their projects off-site.

Allegiance Health was also wasting precious resources on printing and warehousing large quantities of forms that often became obsolete. And when new forms were needed, employees had to wait a long time—one to three weeks—before they received their orders.

After investigating the situation, the organisation's leaders realised that the solution required innovative thinking and specialised expertise. So they turned to our document experts at Xerox Global Services.

Transforming document services.
Improving speed, quality, compliance and cost.

The Solution

Our team assessed the forms management needs of the entire enterprise, then developed a comprehensive, cost-effective print-on-demand solution that included:

- A full-time, on-site Document Advisor to re-design forms, manage an improved forms process, and help Allegiance Health maximise their printing budget.

- Our management of an on-site print shop, equipped with up-to-date Xerox digital printing technology for fast, high-quality document production.

- Xerox ReqDirect Plus, an innovative, easy-to-use web-based software application that:

    – Provides a digital archive, hosted by Xerox, to house all of an organisation's forms and give management more control of the process.

    – Streamlines the process for ordering forms and other printed documents.

After the project was approved, the Document Advisor went to work, re-designing more than 1,200 forms in only three months—about a third of the time usually required for a project of this scope.

The re-designed forms were stored on the ReqDirect Plus digital archive. Then employees could quickly order prints from the in-house print shop right from their PCs. Outdated and inaccurate forms were eliminated from the system and from inventory.

The Results

Thanks to the speed and efficiency of our print-on-demand solution, the turnaround time for printed forms was reduced from up to three weeks to a single day.

The problems and costs associated with the storage and obsolescence of large volumes of printed forms were eliminated.

Regulatory compliance was improved by storing approved forms in a centralised digital archive where they can be quickly revised to meet the latest internal and regulatory requirements.

Management control was tightened by restricting access to archive masters only to the Document Advisor, who is authorised to change the "digital originals."

Allegiance's brand image was improved by our Document Advisor's development of a consistent, high-quality "look" for forms and other documentation.

In addition, our Document Advisor helped Allegiance Health maximise their printing budget, saving $20,000 on an annual basis. He also provided valuable ideas and support to the marketing department.

Allegiance Health was also able to bring state-of-the-art colour and black-and-white printing capabilities in-house without a major capital outlay, because the entire outsourcing solution was funded by the annual operating budget.

Case Study Snapshot

The Situation

- Unmanageable proliferation of forms and form designs hurt productivity, brand image and compliance

- Printing and storage of obsolete forms wasted resources

- No fast, easy process for revising forms

- Slow turnaround times for printing new forms.

- Out-of-date in-house printing technology

- Excessive outside printing expenditures

- Forms management and printing problems diverted attention from strategic issues and patient-focus

The Solution

- An in-depth, enterprise-wide assessment of the organisation's forms and printing processes

- A full-time, on-site Document Advisor to manage forms and printing and serve as the in-house document services expert

- An outsourced print shop with up-to-date digital technology and capabilities

- Xerox ReqDirect Plus. An easy, intuitive, web ordering portal to streamline the forms ordering and management process

The Results

- Turnaround times for forms reduced from weeks to one day

- Eliminated document storage and obsolescence

- Higher quality printing

- Improved branding and compliance

- More management control

- $20,000-plus in annual savings on printing

- More time to focus on strategic priorities

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