

Healthcare



Success Profile

HAMMERmed MEDICAL POLSKA

HAMMERmed, First International Customer, Realizes Innovative Scanning Abilities with Dispatcher Phoenix

CHALLENGE: HAMMERmed of Lodz, Poland, distributes high-tech medical equipment, services and training, working with global enterprises to offer high-quality solutions to public and private hospitals and clinics. When they needed to process stent-graft and exam description documents for their medical studies, their document scanning process was anything but high-tech. HAMMERmed employees had to scan documents on the company's Konica Minolta multifunction printers to an email address or hot folder, then enter metadata manually right into their external system. And if they needed to edit their scanned files, they spent hours retyping the document in Word or Excel. It became clear that they needed to change their process – and quickly.

"We wanted to make sure, from the very beginning, that these documents were in the appropriate order and stored in the correct location," said Bartosz Nowacki of HAMMERmed's IT Department.

The company didn't have a solution that would improve document scanning until they found Dispatcher Phoenix – halfway around the world.

SOLUTION: Since they were already using Konica Minolta devices, HAMMERmed reviewed the company's Dispatcher Phoenix software – an automated document workflow application developed by Konica Minolta's Solutions Engineering Center in the United States – and were quickly won over by these features:

- Dispatcher Phoenix's easy-to-use integration with Konica Minolta MFPs, including screens for document indexing, processing and routing. "It's friendly to use, even for non-skilled personnel," noted Nowacki.
- The application's intuitive user interface, which features LiveFlo technology and a graphical Workflow Builder Tool.
- Dispatcher Phoenix's powerful barcode recognition capabilities, which allows the application to automatically recognize both standard and 2D barcodes for further processing and routing of files.
- Its excellent price point.

RESULTS:

With Dispatcher Phoenix, HAMMERmed is now able to index documents at the MFP, convert files automatically using OCR, and split files based on barcode – all before sending those documents to a shared folder (with the inputted index information associated with them). This has garnered numerous improvements to their processes, including:

- The company's workflow is now automated, saving time.
- Employees no longer need to rewrite documents in order to edit them, reducing the possibility of errors.
- Documents can now be easily and quickly indexed.
- The scanning process is faster.

And the solution is scalable so HAMMERmed can easily implement changes to their workflow at any time. Dispatcher Phoenix provided this company with the advanced solution they needed to streamline their scanning process. Now, HAMMERmed can increase the volume of their scanned documents, which will, in turn, speed up their research efforts, putting important data in the hands of the medical professionals who most need it to save lives.

The result? A happy customer and the first international sale of Dispatcher Phoenix!



Dispatcher
Phoenix



BENEFITS: Dispatcher Phoenix, a 2016 recipient of Buyers Laboratory's Award for Outstanding Achievement in Innovation, proved to be the easy-to-use, time-saving solution that HAMMERmed was looking for. Dispatcher Phoenix eliminated the need for HAMMERmed staffers to rewrite documents, which reduced errors and maximized their scanning and indexing process.

"Cooperation with the specialists from Konica Minolta Poland ran perfectly. The implementation of the solution was delivered fast and professionally," Nowacki said. "I was most impressed with Dispatcher Phoenix's customizable features and how it addressed all of our specific requirements. Nowadays, working with documents is more efficient and our employees don't waste time frequently checking and manually rewriting documents."

Nowacki also commended the good relationship they had with their sales consultant, their satisfaction with Konica Minolta's support, and the professional analysis that was conducted of their existing workflow and proposed changes.

TECHNOLOGY:

- Dispatcher Phoenix Professional
- Dispatcher Phoenix Convert to PDF module
- Dispatcher Phoenix Barcode Processing module



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