

A Year in Review

Dispatcher Phoenix Use Cases



January Use Case - Griffin Greenhouse

Requirement:

- Monitoring email
- Capture attachments that are incoming orders
- Route and print based on the attachment type
- Other items are filtered out and remain in the inbox
- ***No MFP interaction requested***

Solution:

- Dispatcher Phoenix active input (for Email)
- Email bundle
- PDF Processing Bundle (for A4 sized PDF handling)

Benefits:

- Reduce the manual process of printing incoming orders from an email box
- Resources freed up to handle other processes
- Independent of whether the customer decides to buy MFP's or not



February Use Case - Metro Geriatric Services

Requirement:

- Monitor incoming e-mail for e-fax reception
- Capture attachments that are incoming faxes
- Route to nursing staff and provide “note taking” for received documents
- ***No MFP interaction requested***

Solution:

- Dispatcher Phoenix active input (for Email)
- Email bundle
- Batch Indexing for note taking interface

Benefits:

- Removes need to print and rescan all faxes
- Flexible process allows some users to continue doing it the “old way” if necessary
- Solution does not require MFP



Metro Geriatric Services

March Use Case - Huntington Hospital

Requirements:

- Hosted in the hospital's infrastructure
- Support for several workflows:
 - Scan to OnBase
 - Scan to Email
 - Scan to Epic (NEW)
- Secure release & follow printing also required
- Estimated 250+ MFPs

Solution:

- Dispatcher Suite (Phoenix + Paragon)
- Dispatcher Phoenix MFP Offloading
- Dispatcher Phoenix OnBase & Epic Connectors

Benefits:

- Connectivity for a single location w/ several outlying clinics
- Greater ROI on existing device fleet
- Potential to expand business to Cedar Sinai in LA



April Use Case - South Country Healthcare

Requirements:

- Hosted in the hospital's infrastructure
- Automation:
 - Inbound fax routing
 - HL7 Integration with Meditech

Solution:

- Capture faxes from watched folder or email
- HL7 integration options for Meditech:
 - Integration engine (Mirth)
 - HL7 Connector
- Dispatcher Phoenix Batch Indexing for human touch points during intelligent routing

Benefits:

- Removal of all POTS lines for faxing
- Automation of routing reduces employee time



May Use Case HIMMS ConnectedCare

Requirements:

- Automation:
 - Process referral form data elements using OCR
 - Provide a UI that allows the end user to modify captured values.
 - Integrate with external EMR through an integration engine.

Solution:

- Capture fax PDFs from watched folder or email
- HL7 integration:
 - Provide a JSON formatted message to the integration engine using data confirmed in the UI.
- Dispatcher Phoenix Batch Indexing for human touch points during intelligent routing

Benefits:

- UI allows for data integrity confirmation prior to data being sent to the EHR.
- Most data is captured and presented to the end user to confirm so data entry requirement is reduced.



June Use Case - Western New York - Off Track Betting

Original Request / Current Production Workflow:

- Automation of daily race sheet distribution
 - WNYOTB distributes *daily* race sheets to all locations (including convenience stores and gas stations) by sending a pdf to the MFP user box.
 - Due to some inconsistent VPN connections in the customer network, the workflow also retries when a specific device is not available.
 - Custom KM PJI commands were used for each model type that was originally implemented, so that files would be properly deposited in user boxes.

Current Request:

- Update workflows to accommodate new business process.
- Update workflows to accommodate new MFPs
 - New MFPs include:
 - 650i, 450i, 2100

Re-Engagement Request:

- 10 to 20 Hours of PS + 4 Years Maintenance Renewal
- SEC was re-engaged to write an SOW for assisting with the migration and modification of their current production workflows.
- Work will include: Integration of new devices, migration to new hardware for automation server, workflow modification for new business processes.



July Use Case - South County Health

Original Request

- Automation of fax processing
 - South County Health was manually processing all incoming faxes
 - Due to new regulations, no POTS lines can be used for faxing any more
 - The original process required users to print, scan, audit and then re-scan in order to send data to the EHR

Solution:

- Provide an electronic method of capturing and routing incoming faxes (via RightFax)
- Look up data and provide end user with an auditing UI
- Route documents to output sources and include key data for ingestion to the EHR

Engagement Request:

- **115 Hours of SEC International Solutions Services**
- SEC was engaged to provide a mid process solution that would eliminate the need for paper based processing once the new Rightfax server was implemented
- Work included: Fax document acceptance design, data capture and lookup for user presentation, customized UI to allow audit of documents during process, custom output to provide the EHR with the correct data



August Use Case - Summit Healthcare

Original Request

- Automation of prescription routing
 - 20 Healthcare providers, 5 Pharmacies
 - Automate current process of physically moving prescription documentation between facilities
 - Maintain standard color coding for facilities
- Recent upsell added Corporate Announcements
- Customer has been using Phoenix for ~10 years

Solution:

- Use Advanced OCR features to extract the patient address from the submitted prescriptions
- Use the existing medical records database, without customizations, to determine which pharmacy to assign the submitted prescription to
- Automatically handle changes to medical provider information such as facility or patient location changes

Engagement Request:

- **24 ISS Professional Services Hours**
- SEC was engaged to provide a solution to automate as much as possible within the scope of the current process
- Work included: Database integration, Advanced OCR development, creation of custom metadata to handle the coding of documents



September Use Case - Brass Tech

Original Request:

Production Print - Batch Printing

- Large manufacturer of retail building materials
- Create an electronic workflow for the manufacturing process
- Eliminate multiple instances of same document in process
- Send jobs to 2 AccurioPrint 2100 devices

Solution:

- Capture PDF batches from disk
- Use OCR to determine order number for splitting/routing
- Merge tracking list to final packet

Engagement Request:

- ISS Professional Services Provided
- SEC was engaged to provide a solution that creates better checkpoints and efficiency throughout the build/ship process.
- Work included: Advanced OCR development, creation of custom metadata to handle the coding of documents, document merge logic based on OCR value logic.



October Use Case - CabinetWorks

Original Request:

Production Print - Order/Ship Processing

- Manufacturer of home building products
- Create an electronic workflow that automatically collates necessary document batches
- Sends jobs to 6 AccurioPrint 3070 and 3080 models

Solution:

- Three-part pick/pack forms replaced by automation
- Distribution of prints to locations, automatically based on recognized information on scanned documents.
- Auto-collation and organization of print jobs prior to output.
- Output to correct print tray using custom PJI commands for AccurioPrint devices.

Engagement Request:

- ISS Professional Services Provided
- SEC was engaged to provide a solution that creates a better final printed output for the sake of order fulfillment
- Work included: Recognition development, document merge based on OCR value logic, print command management for production print devices



November Use Case - Datamatx

Original Request:

- Forms processing for surveys
 - Large quantity of incoming surveys
 - All surveys were manually reviewed and keyed

Solution:

- Using OCR checkmark detection, Phoenix performs a simple check for any marking inside of the given checkbox areas
- Based on mark determination, the workflow provides results upstream
- Accuracy is never 100%, so a human touchpoint is included, utilizing Phoenix Batch Indexing and notifications to key staff

Engagement Request:

- ISS Professional Services Provided
- SEC was engaged to provide a solution that provided a noticeable time savings for the customer
- Checkbox detection was required for forms, despite this feature still being in development
- Utilizing standard OCR, detection is capable of determining whether a box is blank with moderate, but not excellent accuracy
- Use of human touchpoints did not detriment time savings from the automation
- Work included: Recognition development, document value detections based on OCR value logic, UI and notification design for necessary resources



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December Use Case - Tire South



KONICA MINOLTA

Original Request:

Incoming documents require manual steps

- Large quantity of incoming “End of Day” and “Bill Payment” documents.
- Currently, all documents are manually scanned, named and delivered to proper locations on the network.

Solution:

- Using MFP Panel index form, including real-time vendor lookup.
- Document recognition using OCR processing to determine the doc type.
- Data verification of OCR recognition confirms file location before it is routed.

Engagement Request:

- ISS Professional Services Provided.
- SEC was engaged to provide a solution that reduced the amount of effort required to scan two doc types.
- Document routing needed to be determined by the OCR recognition, so a “what if there is no match” processing step was included.



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