

# Dispatcher Phoenix Use Case 01

## xxx Health Services = Health Services =

### CUSTOMER PROFILE

- Home care services for seniors and individuals who are permanently or temporarily disabled
- Organization with 1,000-9,999 employees

### KM SALES

- BUS Direct Sales
- Account Manager: xxx

### CUSTOMER NEEDS

“xxx Health Services needed a quick and simple scanning solution to send patient healthcare files to Microsoft OneDrive for Business. The caregivers arrive early in the morning or in the evening to scan their Visit Notes and Patient Files. Due to the sensitive information of the documents, the solution needed to support two-factor authentication.”

### SOLUTIONS

Dispatcher Phoenix Office Package for 2 MFPs with Convert to PDF & MetaData Bundle

### KEY SUCCESS FACTORS

“Dispatcher Phoenix provided the ease of use and met the security requirements required by the client. The KMBS team was first able to demonstrate the solution at their office. Then, we provided a full solution demonstration using our i-Series MFD and Dispatcher Phoenix in our Dallas Customer Innovation Center (showroom). Ultimately, the Dispatcher Phoenix solution will be rolled out to the larger remote facilities.”

## ADDITIONAL INFORMATION/COMMENTS

Two-factor authentication was configured for OneDrive for Business.

=> The scanning solution enabled the caregivers to route patient files to their individual OneDrive folder.

1. At the KM bizhub panel:
  - a) The caregivers select their user name
  - b) Select the folder to send the scanned documents
  - c) Type the Name of the Document
2. The authentication code is sent to the user - enabling the documents to route to OneDrive for Business
3. The Dispatcher Phoenix workflow performs these actions:
  - a) Renames the document
  - b) Creates a searchable PDF document
  - c) Routes scanned PDF documents to OneDrive for Business

“Client needs the ability to find users quickly via a "type ahead" feature. For example, the client will have around 100 caregivers scanning documents. They want the caregivers to start typing their name at the panel, and a filtered list of names be presented until only their name is available for selection.”

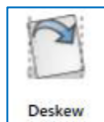
### CAPTURE



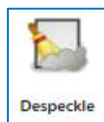
### PROCESS



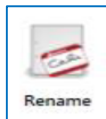
Annotation



Deskew



Despeckle

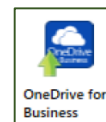


Rename



Convert to PDF

### DISTRIBUTION



OneDrive for Business