

CUSTOMER PROFILE

- Private Clinic with 20 - 99 employees in France

KM SALES

- BF Direct Sales

CUSTOMER NEEDS

The customer has full time secretary scanning documents in the patient software (OSIRIS). They want to modernize the employee environment and to ask her to do other tasks.

SOLUTIONS

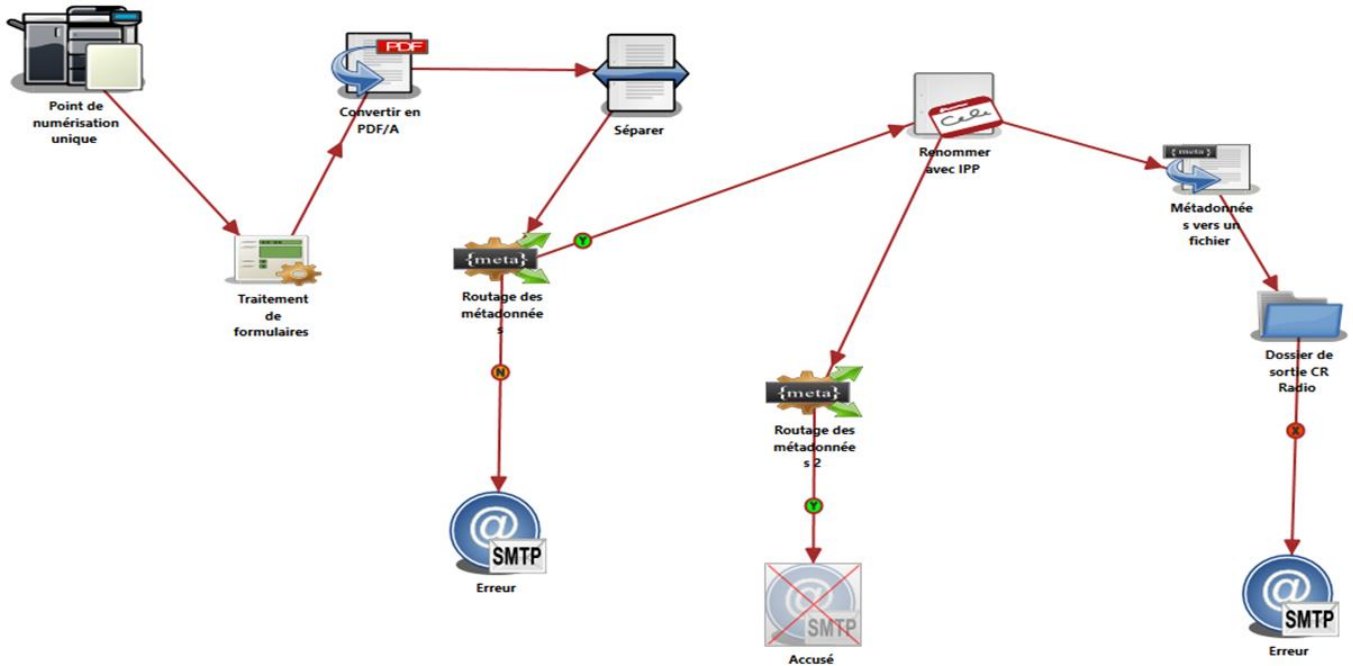
- > Dispatcher Phoenix Base + Office Package with Barcode Processing & Metadata Bundle with 1 bizhub MFP
- > Dispatcher Phoenix workflow connected to OSIRIS

KEY SUCCESS FACTORS

- > Being able to coordinate the patient software integrator and our team to provide the appropriate connector in OSIRIS to collect the files provided by Dispatcher Phoenix.
- > Being able to split batch documents and then provide a videocoding console. The employee didn't want to stand up for a long time in front of the MFP. The videocoding console is full web, no installation required on each PC, easy to deploy and use for users.

ADDITIONAL INFORMATION

- Deployed workflow as illustrated below:

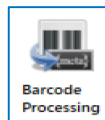
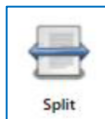
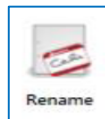
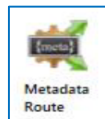


- The project was difficult because the customer didn't understand well the scope of work and asked us many changes. This partnership was successful and the customer saw the benefit of the software once deployed.
- Dispatcher phoenix is powerful but it needs to be very precise when collecting the needs and when describing it to the customer (they aren't so often familiar with computers / software...).
- We sold a consulting phase at the beginning of the project, that was very important to be sure of the correct comprehension of everybody.

CAPTURE



PROCESS



DISTRIBUTION

