



CASE STUDY

The Institut Paoli- Calmettes streamlined and secured its fax communications flow by implementing the XMediusFAX® solution in three of its departments.

Centre régional de lutte contre le cancer Provence-Alpes-Côte d'Azur



One of the principal regional centers in the fight against cancer in France, the Institut Paoli-Calmettes, chose the XMediusFAX® solution to support its overall fax communications amounting to 30,000 faxes a month. XMediusFAX® enabled the Institute to enhance the reliability and cost- effectiveness of the daily transmission of sensitive documents concerning the health and well-being of patients.

THE CLIENT

Founded in 1923, the Institut Paoli-Calmettes (IPC) is a Centre hospitalier de Lutte contre le Cancer (CLCC) serving the Provence Alpes-Côte d'Azur region. It has a central site in Marseille and several buildings with close to 1,200 people working on its premises. The Institute has multiple functions: cancer prevention and detection, oncology research, support for patients, and continuing education and teaching in oncology.

The IPC has a total capacity of 231 beds distributed in four departments: Medicine, Surgery, Medico-Surgical Exploration and Resuscitation. It admits more than 25,000 patients a year on average and managed a budget of over €156 million in 2012.

THE CHALLENGE

Due to the nature of its operations in the health sector, the transmission of information is of paramount and even vital importance for the IPC. With about 1,200 faxes sent and received daily, the Institut Paoli-Calmettes handles highly sensitive and confidential documents such as flow sheets, patient approvals for transplants, insurance company payments, purchase orders, supplier invoices, etc.

The Institute receives an enormous number of external faxes, especially lab results, which were formerly routed manually by the administration. Many faxes were incorrectly re-directed and lost before reaching their intended recipient. The Institut Paoli-Calmettes thus faced a lack of security and confidentiality in its communication flows.

Furthermore, the IPC wished to eliminate the 112 physical fax machines in its install base in order to reduce its considerable costs for leasing office automation hardware, maintaining equipment and spending on supplies.

Management of the Institut Paoli-Calmettes therefore wished to acquire a new fax solution with several key objectives:

- Better control of communication flows and printing within its establishment (routing, security and traceability)
- Reduced expenses for its fax communication infrastructure (savings)
- Improved fax usage for its 1,200 users by bringing them new services closer to their workstation (XMediusFAX® integration)

THE SOLUTION

With its expertise in the medical field and its flexible and cost-effective solution, XMediusFAX® was the ideal choice to meet the present and future requirements of the Institut Paoli-Calmettes.

The XMediusFAX® solution was deployed with eight channels to optimize fax usage in the different departments and manage all the organization's incoming and outgoing faxes. The installation of XMediusFAX® was carried out smoothly and gradually, department by department. The 112 physical machines were gradually removed to make way for a fully software-based fax infrastructure.

In addition to the simplicity and speed of implementation, faxes are now routed directly to mailboxes, network directories or network copiers. With the OCR routing module, certain confidential documents such as lab analysis reports intended for care departments can be routed directly to the right practitioner based on keywords contained in the fax document received.

"We are completely satisfied with the software solution: the implementation proceeded smoothly in each department, without abrupt change, and with sufficient support to secure acceptance of the project by all users. In addition, XMediusFAX® fully met our initial expectations with respect to confidentiality of information and employee comfort." - Laurent Thevenieau, Infrastructure Technical Projects Engineer.

RESULTS AND BENEFITS

With XMediusFAX® solutions, the process of sending and receiving faxes at the Institut Paoli-Calmettes now benefits from numerous advantages:

Productivity gain for users:

By faxing through their messaging system, users save considerable time in the course of their day. They no longer have to go to the fax machine several times. They find their paperless faxes quickly and easily. They can therefore concentrate on their core jobs.

Significant cost reduction:

With the replacement of physical hardware by the software solution, all operating costs related to fax machines, maintenance and the purchase of supplies are eliminated. Moreover, an excellent ROI is expected: the fax server should be paid off by the second year of its deployment.

Ability to track and archive documents:

XMediusFAX® allows for improved traceability of information flows, with much easier tracking of documents sent and received, and automatic notifications of receipt.

Enhanced reliability and security:

The solution ensures total confidentiality of the Institute's confidential medical documents with advanced encryption and control features for faxes.

Ease of use and rapid deployment:

XMediusFAX® integrated transparently in the existing IT environment owing to a skilled and attentive team and a high-quality technical support service.

Testimonial

“These few months of use are already conclusive and we are starting to see results from the implementation of the XMediusFAX® solution in our departments. One of the most valuable advantages is the time saved by users: we have a lot of positive feedback from employees on the ease of use of the solution and the considerable time savings during their day.”

– Laurent Thevenieau,
Infrastructure and Technical Projects Engineer

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