A nationwide healthcare organization saves valuable time

How we helped

- 🕐 Streamlined workflow
- $ Reduced printing and labor costs
- ⓘ Provided onsite expertise

As one of the nation's leading healthcare providers, this healthcare organization includes hospitals and medical groups that support more than 12 million people. In order to deliver high-quality and affordable healthcare, the organization employs over 200,000 people — from administrators to physicians — who tirelessly work to become trusted partners in their members' lives.

The organization prides itself on its world-class medical teams and on the use of industry-leading technology advances to help manage health. With such a large footprint, organization staff knew it was critical to have supportive systems in place to help their employees continue to deliver excellent care.

Challenges

The healthcare organization had a print ordering system that was outdated and no longer meeting its needs. It limited payment options and required employees to manually check orders for errors. In addition, staff had to manually process and reconcile payments. The old system cost the organization valuable time and resources that could be spent on projects more aligned with business goals.

Solutions

Realizing it couldn't sustain optimal ordering operations, the organization called on the technology experts at FedEx Office to help streamline operations. The FedEx Office team:

- **Integrated the FedEx Office online ordering system** with the organization's E-Procurement (E-Pro) system
- **Offered users a one-click experience** to order print directly from the original procurement platform on their desktops
- **Provided technical support** through trainings, user guides and one-on-one guidance
- **Created a closed financial loop** from purchase order to invoice, reducing billing delays and invoice rejection
- **Improved efficiency** with automated invoice capture, workflow and approvals
- **Saved time** by eliminating the need for a manual payment process
- **Reduced costs** by improving working capital metrics

Results

The national healthcare organization reports it saw immediate improvements from the innovative print ordering solution created by FedEx Office. The simplified ordering process successfully helped save time and resources. And employees were able to better focus on delivering top-quality care to their patients.

" The integration provided users with a one-click experience to order print directly from their desktops."

— Hospital Administrator

Customer highlights

200K+ EMPLOYEES

12M+ PATIENTS

IN OPERATION **70+** YEARS

Connect to the possibilities

To find out how FedEx Office can help your business, go to **fedex.com/businesssolutions**.