



CASE STUDY SERIES

**Driving Savings with
Onsite Solutions in
Mailroom, Print/Copy,
Logistics, and Digital Mail.**





Mail and courier services for a midwestern health care network



Challenges

Complex courier network of lab specimens, instruments, and mail.

End user satisfaction prioritized over courier expense.

No regular review to balance usage of on-demand service with scheduled routes.

Couriers intermingling mail with other clients creating HIPAA compliance risk.

Lab specimens lost in transit resulting in patient redraws and delays in care.

Solution

Conducted thorough optimization assessment to get to root of rising courier costs and risk exposure.

Instituted a complete electronic chain of custody for all specimens, instruments, and other important items.

Ran a robust end user education campaign to drive cost-conscious courier service designs.

Results

Significantly reduced dependence on on-demand courier services resulting in \$500,000.

Electronic chain of custody reduced patient redraws by safeguarding specimens during transport.

Optimized scheduled courier routes to capture \$250,000 in annual savings.

Improved compliance and service levels while driving on greater cost-efficiency.

