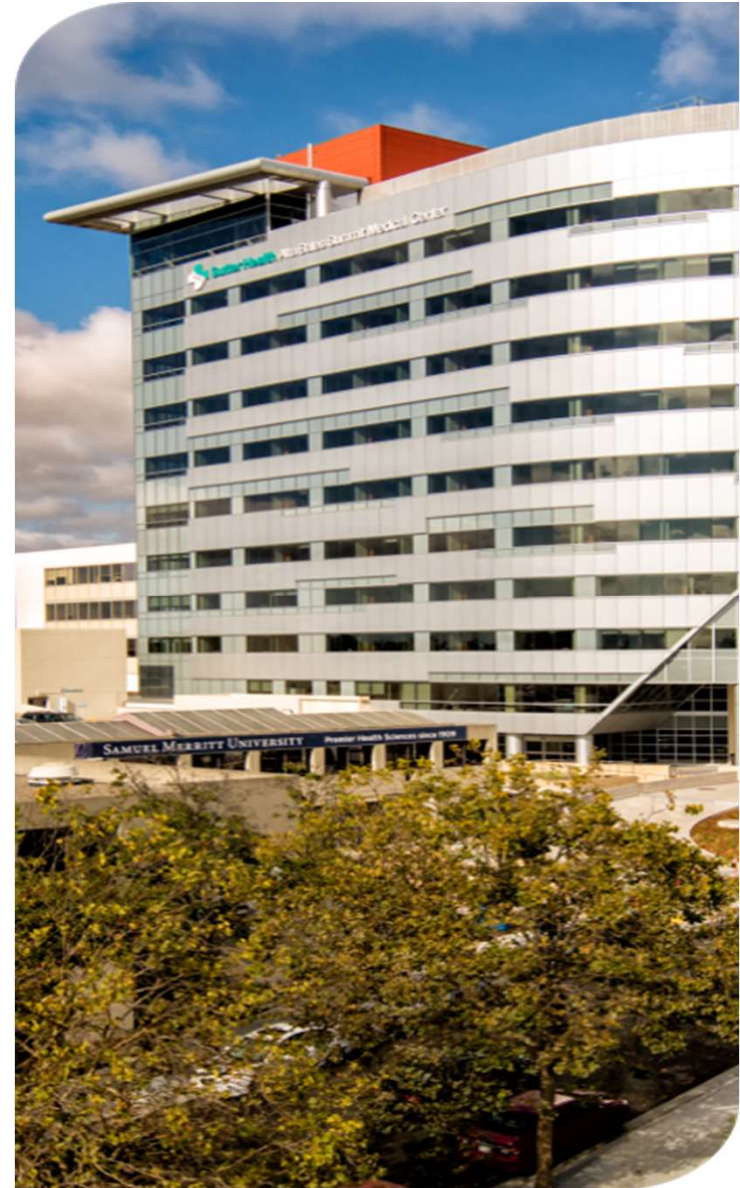




## CASE STUDY SERIES

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**Driving Savings with  
Onsite Solutions in  
Digital Mail**





Digital Mail services for a healthcare network with over 1,900 hospitals, clinics, and offices in the network



## Challenges

Multiple locations across the Sutter Health Network handling mail independently with inconsistent processes

High costs associated with manual mail handling, including physical mail sorting, storage, and distribution

Limited visibility into mail flow and delivery timelines, especially for time-sensitive documents such as patient communications

Concerns over PHI (Protected Health Information) security in physical mail handling processes

Adjusting to new way of working with large volume of hybrid and remote workers getting vital mail in a timely fashion

## Solution

Implemented a centralized Digital Mail solution, allowing for digital scanning, sorting, and secure delivery of mail across the entire network

Developed a system to scan incoming mail and route it digitally to the appropriate recipients via secure electronic systems

Consolidation of equipment and staffing through automation and digital workflows

Deployed a user training program to maximize adoption of the digital mail platform

## Results

**Reduced Mail Processing Time:** Mail delivery time was cut by 50% due to the transition to digital workflows, allowing for faster internal communication response times

**Significant Cost Savings:** Elimination of paper-based processes, printing, and postage resulted in savings of approximately \$761,000 annually

**Enhanced Security:** Improved PHI protection through secure digital delivery, reducing the risk of HIPAA violations

**Decreased Staffing Needs:** Reduced FTE's required for physical mail sorting and delivery, reallocating staff to more critical roles within the organization

**Increased Operational Efficiency:** With mail being processed digitally, workflow efficiency improved, and the need for physical storage was reduced by 80%

