



## **CASE STUDY SERIES**

# **How Sutter Health Cut Mail Processing Time in Half and Saved \$761K Annually**

## **SUMMARY**

Sutter Health manages mail across more than 1,900 hospitals, clinics, and offices. Mail was handled independently at each location, creating inconsistent processes, high manual costs, and limited visibility. OMG partnered with Sutter Health to centralize mail operations through Digital Mail, improving speed, security, and efficiency across the network.



**80% DROP IN  
PHYSICAL  
MAIL  
STORAGE**



**\$761K  
ANNUAL  
SAVINGS**



**IMPROVED  
PHI SECURITY**



**50% FASTER  
MAIL  
PROCESSING**



**INDUSTRY: HEALTHCARE**

**LOCATION: NATIONWIDE**

**SERVICE:**  **UbiMAIL®**

**Sutter Health partnered with OMG to centralize and digitize mail operations across a large, distributed healthcare network. By replacing manual handling with secure digital workflows, the organization improved delivery speed, strengthened compliance, and reduced costs.**

## CHALLENGES

Mail was handled independently across hundreds of locations, leading to inconsistent processes and delays. Manual sorting, storage, and distribution drove up costs and limited visibility into mail flow, especially for time-sensitive patient communications. Physical handling of mail increased PHI exposure, and hybrid and remote work made timely delivery more difficult.



**Mail operations lacked consistency, visibility, and security.**

## SOLUTION

- **Implemented a centralized Digital Mail solution to scan, sort, and securely deliver mail across the network.**
- **Built a process to route scanned mail digitally to the correct recipients through secure electronic systems.**
- **Consolidated equipment and staffing by replacing manual handling with automated digital workflows.**
- **Deployed user training to drive adoption and consistent use of the digital mail platform.**

# RESULTS

**Mail processing time was reduced by 50%, enabling faster internal response and communication.**

**Elimination of paper-based workflows, printing, and postage generated approximately \$761,000 in annual savings.**

**Secure digital delivery strengthened PHI protection and reduced HIPAA risk.**

**Staffing needs for physical mail handling decreased, allowing resources to shift to higher-value work.**

**Physical mail storage requirements were reduced by 80%.**

## CLIENT IMPACT

**Sutter Health gained faster access to critical mail, improved visibility across locations, and stronger protection of sensitive information. Digital delivery supported hybrid and remote teams while reducing dependency on physical storage and manual handling.**

## WHAT'S NEXT

**OMG continues to support optimization efforts by monitoring adoption, refining workflows, and identifying opportunities to expand digital automation across additional document types.**



**See how OMG can streamline your operations at [omgservices.com](https://omgservices.com).**