

Space reclaimed, services enhanced

Here's how we helped a leading national healthcare provider consolidate print production operations into the cloud, move to a variable-cost model, and maintain the quality of service they value at a significantly reduced cost to achieve.

Challenge

A large healthcare company and their supply chain partner had a mission to reduce fixed costs, including reclaiming and repurposing the real estate used for print production, mail operations, and warehousing that spanned multiple states.

Requirements included maintaining SLAs, a secure technology platform, closed-door production facilities, and a more robust suite of services offerings. Achieving this with multiple vendors necessitated excessive administrative overhead.

Solution

To broaden the range of expertise required for the breadth of this change, the company turned to G&A and one of their strategic partners for guidance.

Alongside the company's key corporate stakeholders, G&A performed a deep dive analysis of the immediate and long-term goals, existing ecosystem and financial ownership.

It became clear that nationwide production scalability including equipment redundancy, a strong supply chain, inventory management, and the ability to adapt quickly, were vital to both the urgent nature of healthcare services and the constant day-in-day-out document requirements.

G&A recognized a perfect fit and recommended the equipment manufacturer's offsite services offering. The client gained access to a secure online ordering platform with an intelligent rules-based routing environment. Print files are routed to the remote production location closest to the delivery location for the printed output.

With the client, G&A developed a phased plan to mitigate the impacts of change and provided consulting and management services during the changeover. The implementation remained true to the plans and goals. G&A provided consulting and management services during the changeover.

Results

With end-to-end manufacturing, warehousing and distribution handled offsite, the client is able to utilize the reclaimed space for core services, increase its focus on other business-critical functions, decrease the total cost of operation (TCO), and recapture control of print done by remote workers.

The client also gained:

- Reduction in fixed costs (CapEx) and TCO
- A more a robust supply chain
- More efficient architecture
- Increased speed from order to delivery, ensuring documents are received on time
- A secure online document repository with integrated self-service 24/7 ordering and automated order routing
- Vendor consolidation and a trusted client services team
- Detailed user-level, departmental-level and aggregate ordering data allowing for greater visibility into print spend and print product mix