



## UK Health Provider Supports Enterprise-Wide Reorganization with Digital Faxing

NHS Manchester reduces costs, simplifies privacy control, and improves efficiency with OpenText

### Industry

Healthcare

### Customer



### Partner



### Business Challenges

- Costly document exchange and disconnected administration
- Cumbersome privacy management
- Time-consuming productivity interruptions

### Business Solution

OpenText Fax Appliance, Premier Edition

### Business Benefits

- Reduced costs
- Centralized management
- Simplified privacy control to meet "Safe Haven" faxing requirements
- Enhanced staff productivity and service to patients

NHS Manchester administers quality healthcare for Manchester, UK residents. Operating within National Health Service (NHS), England's publicly-funded healthcare system, NHS Manchester oversees internal staff as well as partnerships with private physicians and services from area hospitals and treatment centres.

### Dispersed, manual faxing

As a regional primary care trust, NHS Manchester manages close to 2,500 computer users across 150 connected sites. For the exchange of documents, the head office previously relied on 20 fax machines. However, the mass of machines did not equate to convenience. For employees across all departments, a dispersed, manual fax infrastructure posed challenges.

### Costly document exchange and disconnected management

In response to a tense economic climate in 2009, NHS Manchester merged facilities, combining employees from four major administrative centres into a single headquarters comprised of some 350 staff members.

For the move to the new building, professionals at NHS Manchester wanted to bring employees together without bringing their standalone fax machines. "We were moving to an open-plan accommodation, including shared desks," says Ian Scullion, former Project Manager with the Informatics and Improvement Directorate for NHS Manchester. "We wanted to reduce the number of fax machines due to their high cost, space and privacy requirements, and maintenance." IT personnel recognized the opportunity to consolidate fax management in a new, central location. "The old sites were spread out geographically," Scullion explains. "IT did not have control of fax lines and machines or authorized access."

### Cumbersome privacy management

All NHS organisations must follow the Safe Haven Policy to ensure confidentiality of healthcare documents. Based on the Data Protection Act 1998 and NHS Code of Practice, Safe Haven faxing sets strict guidelines for fax delivery notification and follow-up as well as safe locations for machines. "Certain fax machines were in a room with a locked door," Scullion says. Authorized personnel needed a key to access faxes. The use of locks and keys proved an antiquated, resource-intensive method of ensuring security in the 21st century.

### Interruptions to productivity

Like any organisation using paper-based faxing, NHS Manchester occasionally dealt with misplaced faxes, paper jams, and laborious processing. Staff members often took several minutes to print documents, walk to a fax machine, call for confirmation, then shred or file the papers.





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### Consolidated digital document exchange

NHS Manchester consolidated faxing and replaced locks and keys with electronic, secure faxing via OpenText Fax Appliance, Premier Edition.

NHS Manchester did not need to look far for a fax solution. An employee recommended Premier Fax Appliance after a four-port unit proved reliable for the NHS Manchester IT Services department. In addition to internal use, substantial market share confirmed overall reliability. “I try to choose vendors that have an established name in the marketplace,” Scullion says. “When people talk about a fax gateway, they talk about Premier Fax Appliance, so it was a straightforward decision.”

Premier Fax Appliance, with 16 lines, enables employees in the head office to securely access faxes through public Microsoft® Exchange folders. Users send and receive faxes at a desktop computer via a Simple Mail Transfer Protocol (SMTP) connector. “We wanted to control faxes through email so users did not have to learn a new system,” Scullion notes. “There were enough changes in our move to a smaller, open office plan. Effective and familiar integration with Microsoft Outlook® is exactly what we wanted in centralised faxing.”

NHS Manchester values its partnership with AMS, an OpenText solutions provider, to maintain Premier Fax Appliance. “AMS offers experience and has a reputation for implementing fax solutions,” Scullion says. To simplify initial rollout and ongoing maintenance, users are added through Microsoft Active Directory integration. When faxing requirements increased unexpectedly, AMS and NHS Manchester easily added another four-line desktop unit that conducts load-balancing with the original unit for efficient processing.

### Enhanced security and service at a lower cost

“In England, the whole of NHS is being reorganised to save costs and put patients first,” Scullion says. “Premier Fax Appliance has helped NHS Manchester with reorganisation by reducing costs and providing secure, effective fax management. That’s the real side of it...we’re very pleased with Premier Fax Appliance and the results we’ve achieved.”

### Reduced costs and centralised management

Premier Fax Appliance provides NHS Manchester with a more centralised management system. After implementation, NHS Manchester eliminated close to 20 fax machines and related supply costs, reduced fax lines--avoiding future fax replacement expenses, and supported centralised monitoring of the fax system via a web client.

“All cost savings help us move money from administration to healthcare,” Scullion notes. “Also, by establishing IT management of faxing, we have regained understanding and control to ensure only authorized personnel have access to faxes and that the system is dependable.”

### Simplified privacy control

NHS Manchester was also able to meet Safe Haven faxing requirements with the help of OpenText technology. The system gained improved security through permission-based document access, automated electronic conformations, and a full audit trail.

### Enhanced productivity and service to patients

Most importantly, NHS Manchester was also able to improve services to their patients. Premier Fax Appliance allowed NHS Manchester to reduce time at fax machines--waiting for transmission, dealing with paper jams, supply refills, etc--and spend more time with patients. Also, with enhanced digital document sharing, there were no lost papers. The solution also provided long-term help, as Premier Fax Appliance positions NHS Manchester for future integration with Canon Multi-Function Printers (MFPs) for electronic records of paper faxes. And the eased transition to desktop faxing allowed employees to get used to the change: “Premier Fax Appliance is simple to use; it’s just like sending an email,” Scullion says.

OpenText technology makes sharing information easier for employees, according to Scullion. “Premier Fax Appliance has improved efficiency and reliability for fax communication,” he says. “Employees can now return more timely reactions to work requests, which leads to improved services for patients.”



AMS Ltd. is a UK-based technology company founded in 1992 offering solutions for the effective, intelligent delivery and capture of important business documents and information. AMS specializes in document management, output management and network fax. [www.ams-ltd.com](http://www.ams-ltd.com)

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