



SUCCESS STORY

Institut Paoli-Calmettes

Industry

- Healthcare

Solutions

- OpenText™ XM Fax™

Results



Reduced operating costs
expected to cover ROI by year two



Secure, reliable transfer
of confidential information



Improved tracking
and reporting capabilities



Institut Paoli-Calmettes eliminates fax machines, streamlines workflows, and increases security

Healthcare provider digitally transforms 1,200 faxes per day with OpenText™ XM Fax™.

“The implementation proceeded smoothly in each department, without abrupt change, and with sufficient support to secure acceptance of the project by all users. In addition, XM Fax fully met our initial expectations with respect to confidentiality of information and employee comfort.”

Laurent Thevenieau
Infrastructure and Technical Projects Engineer
Institut Paoli-Calmettes



Founded in 1923, the Institut Paoli-Calmettes (IPC) is a Centre hospitalier de Lutte contre le Cancer (CLCC) serving the Provence Alpes-Côte d'Azur region in France. With a staff of almost 1,200 employees, the Institut has multiple functions: cancer prevention and detection, oncology research, support for patients, and continuing education and teaching in oncology.

The IPC has a total capacity of 231 beds distributed in four departments: Medicine, Surgery, Medico-Surgical Exploration, and Resuscitation. It admits more than 25,000 patients a year on average and managed a budget of over €156 million in 2012.

With about 1,200 faxes sent and received daily, the Institut Paoli-Calmettes handles highly sensitive and confidential documents such as flow sheets, patient approvals for transplants, insurance company payments, purchase orders, supplier invoices, etc.

The Institute receives an enormous number of external faxes, especially lab results, which were formerly routed manually by the administration. Many faxes were incorrectly redirected and lost before reaching their intended recipient. The Institut Paoli-Calmettes thus faced a lack of security and confidentiality in its communication flows.

Furthermore, the IPC wished to eliminate the 112 physical fax machines in its install base to reduce its considerable costs for leasing office automation hardware, maintaining equipment, and purchasing supplies.


ICP deployed OpenText XM Fax with eight channels to optimize fax usage in the different departments and manage all the organization's incoming and outgoing faxes. The installation of XM Fax was carried out smoothly and gradually, department by department. The 112 physical machines were gradually removed to make way for a fully software-based fax infrastructure.

In addition to the simplicity and speed of implementation, faxes are now routed directly to mailboxes, network directories, or network copiers. With the OCR routing module, confidential documents can be automatically routed directly to the right practitioner based on keywords contained in the fax.

“One of the most valuable advantages is the time saved by users”, said Laurent Thevenieau, Infrastructure and Technical Projects Engineer. ***“We have a lot of positive feedback from employees on the ease of use of the solution and the considerable time savings during their day.”***

Thanks to replacing physical hardware with the XM Fax software solution, costs related to fax machines, maintenance and the purchase of supplies have been eliminated. An excellent ROI is expected: the fax server should be paid off by the second year of its deployment. XM Fax also allows for improved traceability of information flows, with much easier tracking of documents sent and received, and automatic notifications of receipt.

Laurent concluded, ***“We are completely satisfied with the software solution: the implementation proceeded smoothly in each department, without abrupt change, and with sufficient support to secure acceptance of the project by all users. In addition, XM Fax fully met our initial expectations with respect to confidentiality of information and employee comfort.”***



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About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit [opentext.com](https://www.opentext.com).

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