

**opentext™**

SUCCESS STORY

**Ohio Living**

**Industry**

• Healthcare

**Solution**

• OpenText™ XM Fax™

**Results**

⌘ **Significantly** reduced costs

⌘ **Accelerated** workflows

⌘ Increased **security** and **reliability**

⌘ Enabled **mobile faxing** for staff conducting home visits



# Ohio Living sees substantial savings with digital fax system

One of the largest multi-site senior living organizations in the US reduces costs, streamlines workflows with OpenText™ XM Fax™

*“The savings we’ve realized in time, manpower, and system costs have been considerable, the efficiency and flexibility of the solution has made life much easier for our people, and because XM Fax is a software solution that’s available to our people 24/7, we no longer miss any referrals.”*

**Joyce B Miller**  
Chief Information Officer  
Ohio Living Corporate



**Founded in 1922, Ohio Living is one of the largest not-for-profit, multi-site senior living organizations in the country, according to the LeadingAge Ziegler Top 150. Each year, Ohio Living serves more than 73,000 people through its 12 life plan communities and Ohio Living Home Health & Hospice. The organization provides housing options through the full continuum of care to post-acute home health and hospice support for adults and has over 2,700 employees.**

Throughout its many divisions and offices, Ohio Living sends and receives over 2,000 faxes every day. Much of the data transmitted is critical, as it includes patient records, physician information, medication reconciliations, treatment and care plans, and administrative communications. Some of the information transmitted requires signatures, much of it is confidential in nature, and virtually all of it is time sensitive.

Prior to upgrading their fax system, Ohio Living was using standalone fax machines and analog phone lines, and its system was not integrated, efficient or cost-effective. Phone lines were sometimes unreliable, printing issues often impeded the workflow, faxes had to be individually filed, and multiple administrators were required to route and coordinate the enormous volume of fax traffic. Furthermore, because the organization's staff provide home health visits and hence must work outside the office, where fax equipment is not available, their ability to communicate securely was extremely limited.

Ohio Living selected the XM Fax solution after reviewing competitors because it best met their needs for ease of use, cost-effectiveness, streamlined workflows, mobility, reliability, 24/7 support, and security.

Joyce B. Miller, Chief Information Officer for Ohio Living Corporate, described how things have changed with the new solution:

***“The savings we’ve realized in time, manpower, and system costs have been considerable. The efficiency and flexibility of the solution has made life much easier for our people, and because XM Fax is a software solution that’s available to our people 24/7, we no longer miss any referrals.”***

Ohio Living caregivers can now securely send and receive faxes from their mobile devices, wherever they are. This on-the-go-capability frees up home visit staff to concentrate on providing the care their patients require, allows them to work from home when necessary, and makes life easier for those who must be on call 24/7.

Joyce concluded, ***“The support from the OpenText team has also been excellent, and they’ve been able to help us every step of the way. We are extremely pleased with the XM Fax solution.”***

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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).

Customer stories 

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