

Customer Use Case

CCM GATEWAY FOR ALFRESCO

Customer Communications Management for Healthcare

Overview

Healthcare providers, insurance companies and related services organizations need to store and manage millions of documents such as benefit statements, health records, bills, appointment reminders, and other internal and customer communications. This material is typically generated by core patient administration and insurance systems, is highly regulated, and needs to be archived for many years.

Challenge

Due to recent mergers, a healthcare organization was maintaining several archive/ECM systems, including a legacy archive. These multiple platforms contained over ten years of correspondence and records, were costly to maintain, and didn't provide the tools and capabilities that internal staff and customers needed for e-presentment and management of digital content.

The organization decided to consolidate and standardize their systems and implement CrawfordTech CCM Gateway.

Solution

CCM Gateway was chosen to provide print stream transformation and indexing to pump mainframe reports into the new archive. The AFP print streams can be stored natively for compliance purposes and be automatically converted into PDF and PDF/A on demand when documents are retrieved.

CrawfordTech consulting services worked closely with the client to successfully migrate over 500 Million documents from the existing archives to the new system.

Results

Customer service agents can easily get redacted documents when needed, and the healthcare organization's clients can access their information and communications via a secure web portal. The solution not only supports short-term report archiving requirements, but will also support longer term application decommissioning and structured data archiving needs. The company has saved money because of reduced printing and mailing costs.

The new enterprise content management system uses an efficient open systems software and hardware infrastructure that that lowers infrastructure costs. Combining these features satisfies the company's vision of a single enterprise system for archiving and content management