
International Medical Device Manufacturer embraces the expertise of document imaging professionals - saves substantial time and money in the process.

Challenge

The client struggled with physically searching multiple boxes of documents associated with their products. They sought a more efficient process to quickly obtain the information when needed.

Solution

Berkheimer provided a solution that not only generated searchable images of each document, but also provided a complete Disaster Recovery Solution.

Results

The company has saved time and money utilizing the Document Retrieval tool instead of relying on people to physically search through boxes for information they need. Additionally, the company's centers around the world are able to access their documents via their network.

The company develops, manufactures and markets a broad range of clinically advanced, disposable catheters and related products for critical and cardiac care. The company's products are used primarily by anesthesiologists, critical care specialists, surgeons, emergency and trauma physicians, cardiologists, interventional radiologists and other healthcare providers.

They had 1.3 million pages of information for the medical devices that they produce stored in boxes that required a physical search when information was needed. This information included specs, test documentation and various other documents. They were in need of a solution to reduce the time and resources that were wasted each time product information was requested. They also required the ability to search all of the documents to easily and quickly look up specific information. Our decision to contract with "Berkheimer has been, by far, one of the best outsourcing relationships that I have worked with" states the company's Records Manager. Their level of customer service and project commitment is second to none."

Berkheimer scanned each document and developed a web-based retrieval solution for them to electronically organize, reconcile records inventory, and explore their documents. The search tool does a full text search, giving individuals from the company's centers around the world to link various documents, such as Revision (REV) files, Manufacturer Change (MC) files, and DHR files by common search terms. Berkheimer hosts their data storage and manages the physical storage as well. Because we provide storage for all of the original documents we will pull documents from the stored files as needed by the company. Additionally, we consulted with them to help develop a day forward document capture station to empower them with the ability to continue the paper workflow of all new documents that are produced.

The project resulted in the successful indexing of all of their work with easy access to all of their files in an extremely

organized fashion. Berkheimer was able to import from the company corresponding electronic data feeds from their internal systems and marry that data to the metadata captured during the scan process resulting in highly indexed images with a low data entry cost.

The company is now able to search utilizing the online search tool to find a specific document in minutes. Their Records Manager comments "Prior to the implementation, it required 1 senior level engineer approximately 4 months to complete a comprehensive documentation audit for one product. Berkheimer has now decreased the process time and complexity of this audit to 1 week using 1 temporary employee". The company is now able to get information on products in minutes that took hours and sometimes days to obtain in the past.

In anticipation of the development of new products, and therefore the generation of new documents, Berkheimer armed the company with the resources to capture images for all new documents created.

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- Records Manager

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