
A leading, global medical device manufacturer greatly improves efficiencies by partnering with Berkheimer Outsourcing to manage and maintain their documents.

Challenge

The medical device manufacturer needed a cost-effective solution to manage the substantial number of internal documents generated on a daily basis as part of doing business.

Solution

Berkheimer Outsourcing converts all of the paper documents this client creates in the course of doing business into PDF images that are uploaded to their FTP site.

Results

A complete reconciliation of paper to electronic images was achieved as well as a solution for disaster recovery of important documents and an increase in the production environment.

Prior to the decision to outsource their document imaging needs, the company had their own internal imaging department. However, they found it to be too costly and time consuming to maintain. After a year of evaluating several vendors, they found Berkheimer to be the only vendor that could provide the level of quality (100%) and audit that mirrored their own manufacturing requirements. In fact, their Senior VP of Compliance said that in his 19+ years of medical manufacturing, he has yet to find a vendor that even comes close to Berkheimer's level of quality and process audit as it pertains to medical records management. The decision to partner with Berkheimer to manage our mass volume of historical and day-forward paper document workflows has been one of the best outsourcing decisions we have made!

Berkheimer Outsourcing currently converts their DHR (Device History Reports), MC (Manufacturing Change Orders), and REV (Revision) files, Compliance Journals, Large Format Engineering drawings, Accounts Payable Invoices, Expense Management, and internal software testing/validation documents. Images and corresponding metadata are uploaded to the clients secure FTP (File Transport Protocol) site. The client then downloads the electronic images of their documents from the FTP site into their internal content management software.

Berkheimer developed a custom script for the FTP upload to assure that each automated upload was reconciled. The physical records are then stored in Berkheimer's storage facility with some returned to the client, at their request, for auditing. This gives them easy access to the information contained in the documents and also frees up storage space at their sites.

By creating an electronic image of each document generated, Berkheimer is eliminating the need to have all of their paper records on site. We provide the client with a permanent electronic image of each document we process. Additionally, their Accounts Payable department receives searchable PDF files allowing their auditors to search for keywords across large volumes of images.