

CASE STUDY

Clinisys & Lane Partnership



Background on Clinisys

Clinisys is the number one Global laboratory information systems provider (Source: Signify Research) that has been in business for over forty years, with over 1,500 employees in 12 countries worldwide and numerous solutions in over 3,000 laboratories across 34 countries. Clinisys enables healthier and safer communities as a global provider of intelligent diagnostic informatics solutions and expertise that redefine the modern laboratory across healthcare, life sciences, public health, and safety. Millions of laboratory results and data insights are generated every day using Clinisys' platform.

The company's innovative approach to digital transformation through intelligent informatics helps labs improve their services and provides valuable insights to researchers to help protect public health.



Lane and Clinisys: 20+ Years of Partnership & Forging Close Ties

Lane first partnered with Sunquest over two decades ago. When Sunquest was combined with Clinisys, the relationship continued, forging a close relationship to help facilitate timely lab results in the healthcare field. Clinisys understands that faxing is a necessary element to many of its customers, so it sends its customers to Lane for expert advice and support with their faxing solutions—whether they use virtual or on-premise infrastructure.

Lane helps these customers not only implement their faxing solutions but also troubleshoot them when needed. For example, if a customer has trouble sending or receiving secure data via fax, Lane can work with them to resolve the issue. In addition, Lane assists with engaging vendors and the customer's ability to securely and efficiently exchange pertinent health data.



The partnership between Clinisys and Lane is ongoing: they have weekly check-ins as well as an open line of communication when any customer needs help troubleshooting their faxing solution. Because Clinisys recognizes how important secure and timely data transmission is for its customers, it trusts that Lane can be an extension of its own team in helping to ensure that all of its customers are successful in using this technology.

How This Partnership Helps Customers Solve Faxing Inefficiency Challenges

The partnership between Lane and Clinisys has allowed them to provide streamlined faxing solutions to their customers, helping solve even the most complicated of challenges. Faxing issues can arise from both customer-side and service provider side, and Lane helps to identify root causes on both ends. This allows them to provide customers with quality customer service, timely resolution, and a comprehensive solution that is tailored to their needs.

Beyond helping troubleshoot faxing challenges, Lane and Clinisys work together in order to onboard new customers with Powerpath. Powerpath is a revolutionary system that digitizes complex workflows for modern pathology laboratories. Lane's cloud faxing technology is integrated within the cloud or on-premise infrastructure. Clinisys acts as a middleman IT department in this regard, while Lane handles server maintenance for Powerpath.

The combination of these two companies' technological aptitude allows them to provide solutions that are backed by decades of experience in creating secure networks while continuously innovating to meet changing market demands. As such, Lane and Clinisys have been able to show how a successful collaboration can lead not only to improved efficiencies within the healthcare industry but also better care for those who utilize it.



Growing the Partnership into 2023 and Beyond

Since partnering, Lane and Clinisys have been very successful in helping customers make the most of their business communication infrastructure. Moreover, customers have been especially pleased with the professionalism, customer service, and quick resolution process. This has resulted in a mutually beneficial working relationship that continues to blossom over time.

Looking forward to 2023 and beyond, both companies have identified areas where they would like to further grow their relationship. One example is streamlining the complicated business structures/environments seen by Clinisys customers which often include multiple faxing vendors, physical vs virtual solutions and more. By streamlining these processes, both businesses could improve customer satisfaction while also increasing efficiency.

In addition, both parties want to move customers from physical to virtual faxing with Lane as well as upgrade them to new versions of Clinisys's software when relevant. This would allow customers to take advantage of the most up-to-date features and ensure they are getting the best value from each company's services.





Clinisys Recommends Lane for Exceptional Quality of Service

Clinisys highly recommends Lane's services to others due to their exceptional quality of service, demonstrating the strength of this partnership and its potential for growth in the years ahead. The two companies have a mutual understanding that the more they continue to develop the relationship, the more benefits will be realized as a result. Customers will continue to enjoy the utmost service quality as well as reliable business technology partners that facilitate better business outcomes.

As for Clinisys's favorite part of working with Lane? They've expressed the utmost gratitude for Lane's availability to them as well as their fruitful working relationship with one another. Clinisys attributes this successful partnership to Lane's team - emphasizing that their personalities and quality of service are what makes working with them so rewarding.

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It's all about the people
you work with and their willingness
to resolve issues.

Annie Carpenter
Senior Manager, Infrastructure Architect
Clinisys

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About Lane

Lane has been at the forefront of messaging communications for over 46 years and is now recognized internationally as a leader in fax integration across the financial, healthcare, manufacturing and transport industries. Based in the UK, US and Singapore, Lane has implemented systems across 50 countries and provided professional services in all time zones.

Lane offers the very best solutions for integrating fax servers as a part of wider communications networks. Lane delivers fax and messaging systems across entire organizations and into consolidated data networks, across one site, many sites or across borders.

For more information on Lane solutions, visit laneds.com.