



CASE STUDY

A Leading Healthcare Provider Chooses Lane for HIPAA Compliant Faxing



About Our Customer

A regional healthcare system in the United States has been providing quality care to its patients for more than 100 years. The healthcare organization was established to serve the needs of the local community and has grown into a large-scale healthcare provider with several hospitals and clinics.

Their team consists of highly skilled nurses, physicians, specialists, and other critical medical staff departments. The organization comprises a comprehensive suite of medical services including an emergency department, inpatient and outpatient surgical centers, labor and delivery services, diagnostic imaging care, cancer treatment services.

As a long standing customer of Lane's, they attribute the 15-year working relationship to Lane's quality faxing services combined with excellent customer support. As this healthcare system continues its mission toward improving patient outcomes through innovative faxing solutions, Lane looks forward to furthering our partnership with them in order to help make that vision a reality.





Faxing Challenges Solved by Lane

Lane's fax messaging integration and faxing solutions, Passport and SR140, have had a significant impact on improving the healthcare provider's organizational processes as well as scaling alongside the organization. Prior to engaging Lane's services, the fax communication between parties at the healthcare facilities was in dire need of an upgrade.

Following an excellent demo and careful consideration of other faxing solutions, the organization selected Lane as their faxing provider. In doing so, they immediately realized the benefits of Lane's solution; including a streamlined process for sending and receiving data as well as greater productivity across the organization.

In addition to increasing efficiency, Lane has also facilitated cost reduction associated with managing fax communications at the organization. By managing user upgrades and other fax related items through their services, hospital personnel are able to focus more on tasks that add value to the organization.

Onboarding with Lane & The Healthcare Organization's Growing User Base

The healthcare organization's onboarding process with Lane was exceptionally smooth and efficient. Lane provided extensive training throughout each step of the faxing process, ensuring a seamless transition while providing continual support throughout.

Today, the growing healthcare organization's faxing system supports around 2,000 users, handling an impressive amount of inbound and outbound faxes - around 190,000 inbound faxes and 105,000 outbound faxes per month. With Lane's help, the hospital is now able to better manage its internal communications as a result of Lane's secure encrypted channels used for mission critical fax transmissions.

So, what sets Lane apart from other fax communication platforms available to this organization? To start, Lane offers around-the-clock support services that are crucial for their ongoing operations. And, as a result of our reliability, the major healthcare provider remains confident in Lane's ability to continue managing their fax communications for years to come.

Favorite Features & Final Thoughts

The healthcare organization has experienced a dramatic increase in its efficiency and productivity since implementing Lane's faxing solution into their communications infrastructure. The secure, efficient, and effective management of the fax system provided by Lane has enabled the organization to reduce its personnel costs and improve overall communication across departments and providers.





According to our customer, the most impressive feature of Lane's is its intuitive user-friendly interface that allows users to quickly send documents with ease. The interface has been designed so that even novice users can easily understand how to operate the system, enabling them to take advantage of all of the features available within the system.

Overall, the healthcare organization highly recommends Lane due to their reliable customer service, easy-to-use interface, and automated document processing capabilities which allow them to better manage patient documents and improve workflow efficiency across departments within the hospital environment.



About Lane

Lane has been at the forefront of messaging communications for over 47 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.