

CASE STUDY

Medical Lab Testing Facility



About the Company

In 1971, Dr. Moon S. Park founded a renowned clinical lab testing facility. Upon completion of his pathology training at the Mayo Clinic, Dr. Park brought his vision of providing quality laboratory testing to the healthcare providers and patients of Hawaii into a reality by opening his first laboratory in Hilo.

Today, the facility has over 850 employees and 50+ locations throughout the Hawaiian Islands. The focus and vision have remained the same, quality patient care with best in class technology and service.

The Challenge: Overcoming Fax System Roadblocks

The medical lab found themselves struggling to send faxes to several numbers they had used for years. The issue persisted despite attempting to switch from a physical fax card to a virtual set up. The virtual setup relied on a gateway that connected a VoIP system to a traditional phone line or PSTN, but this failed to address the root cause of the problem.

It was clear that the testing facility required a more robust solution to adapt to changing technologies while maintaining seamless fax communication with their intended recipients. This marked the beginning of Lane's engagement with the medical lab to help them overcome this challenge.



Interesting Stats at-a-Glance

- ▶ 83% fax failure rate prior to Lane.
- ▶ 97% success rate following Fax 2.0's implementation.

Revolutionizing Medical Data Transmission: Lane's Fax Solution

The solution offered by Lane proved to be transformative for the operations at the medical lab facility. Fax 2.0's innovative cloud-based transport system and end-to-end encryption technology allowed the clinical lab to transmit sensitive medical information with unparalleled speed and security.

With Fax 2.0's cost-effective alternative to traditional telephony, the lab has scaled its fax infrastructure while controlling costs. The medical facility is now empowered to deliver exceptional fax performance and security for better care outcomes.

Medical Lab Achieves 97% Fax Success Rate with Lane's Fax 2.0

The results of the clinical lab's trial with Fax 2.0 were remarkable. Prior to their free trial with Lane, they experienced an 83% failure rate over three years with their traditional fax system. However, within just two months of using Fax 2.0, their 83% failure rate turned into a 97% success rate using the exact same fax numbers.

Adopting Fax 2.0 has allowed for fewer moving parts in the medical facility's fax infrastructure, simplifying its overall operations. This impressive success rate resulted in significant cost savings for the lab, as they could pay per page faxed.

Lane: A Trusted Provider of Future-Proof Fax Solutions

The successful implementation of Fax 2.0 serves as another example of Lane's commitment to developing and providing advanced fax solutions that can keep up with the ever-evolving healthcare industry. This clinical lab has depended on Lane's technology for reliable and secure data transmission, allowing them to maintain quality patient care.



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.