

# CLIENT CASE STUDY

## CompuNet



### About CompuNet

CompuNet, a full-service clinical lab based in Dayton, Ohio, has provided medical testing services to physicians, hospitals, and healthcare organizations in Southwest Ohio since its inception in 1986. What started as a hospital-based operation has now grown to a workforce of almost 1000 employees.

CompuNet is now at the forefront of medical testing services, providing access to a vast pool of resources related to complex and specialized testing for its customers. When doctors order blood tests or draw samples for testing, CompuNet collects the samples and conducts local testing outside the hospital. The same is done for Direct Access Testing, which is self-order testing that can be done by patients without a doctor's order.

Having been a customer for over 20 years and loyal to Sunquest/Clinisys for over 25 years, CompuNet continues to provide unwavering medical testing services to the people of Southwest Ohio using proven healthcare faxing technology.

### Why CompuNet Opted with Lane as a Fax Provider

CompuNet, a leading provider of laboratory services, has been leveraging Lane's faxing solutions to streamline their operations for several years now. Prior to engaging Lane's help, they used a proprietary system from SmithKlineBeecham and Quest Diagnostics. However, CompuNet would eventually need a new fax provider that worked with the Clinisys (formerly known as Sunquest) system.

The decision to partner with Lane came after a recommendation from Lane's long-standing fax partner, Sunquest (now Clinisys). Clinisys encouraged CompuNet to adopt Lane as it provided the necessary backend solution for their system. In turn, CompuNet would experience increased dependability and ease of use while leveraging robust fax features.

From the onset, the relationship between CompuNet and Lane has been a great match; backed by Lane's exceptional support and a deep understanding of their laboratory business, it was an easy decision for CompuNet to stick with Lane as its fax provider all these years. In fact, Lane is CompuNet's first enterprise faxing solution, and they have yet to look back since implementing the system.



## Challenges Solved by Lane

With their customers relying heavily on faxes, CompuNet could not afford any lapses in their fax solutions. They needed a fax solution that was quick, reliable, and could help them maintain their communication and relationships with customers.

Through the implementation of Lane's faxing solutions like Fax 2.0, Passport 4000, Brooktrout, and recently, sip trunk, CompuNet benefits from features like fax messaging, real-time fax monitoring, enhanced security and the ability to make and receive phone calls or other digital communication via internet connection. With these new fax capabilities came the addition of new fax servers, as well.

Though faxing has evolved, Lane's technology enables CompuNet to exchange faxes with legacy technology that their customers use, allowing them to maintain secure communications. Overall, these latest additions to their fax system have proven to be highly reliable, with no issues so far, and have helped CompuNet remain in touch with their customers.



## CompuNet Benefits from Exceptional Support, Advanced Features & High Uptime

CompuNet greatly benefited from the exceptional support, advanced features, and high uptime provided by Lane's fax solutions. With a monthly output of 65,000-70,000 pages, fax is absolutely critical for their operations. Fortunately, Lane provides them with near-constant uptime, ensuring smooth and uninterrupted fax exchanges with their clients.

CompuNet has lauded Lane's exceptional support team for their responsiveness and receptiveness to their needs. They love working with the team, as it's easy to open tickets, make phone calls, and always receive a quick response. All issues are resolved within a day, highlighting Lane's commitment to providing unparalleled support to its valued customers.

As for Lane's passport fax messaging solutions, they comment that their favorite feature is the Message Tracker, which has proved invaluable to them, especially when communicating with clients' services. The message tracker provides a granular view of the status of all outgoing and incoming faxes. This helps them to troubleshoot any issues and resolve them promptly.

Furthermore, Lane's Passport fax messaging solution integrates well with Clinisys API, and Lane's support team has been exceptional in working with Clinisys to address any issues that arise. This integration has eliminated the need for CompuNet to act as a middleman between the two companies during troubleshooting, leading to quicker issue resolution.

CompuNet continues to rely on Lane's while maintaining operational continuity and a strong rapport with their customers. With Lane as their trusted fax provider, CompuNet can focus on its mission - providing quality medical testing services to the Southwest Ohio region.

### Interesting Stats At-a-Glance

- ▶ Approximately 40 users
- ▶ Nearly 70K faxes exchanged monthly
- ▶ 20+ years as a customer

### Favorite Features

- ▶ Message Tracker
- ▶ Sunquest Integration
- ▶ CliniSys API



## Does CompuNet Recommend Lane?

CompuNet shares a great partnership with Lane and recommends their services to other labs looking for similar support. The team at Lane consistently follows through on their commitments, ensuring their needs are met with every touchpoint. Though they have worked with numerous vendors over the years, few have been as reliable and resourceful as Lane.

CompuNet appreciates the proactive approach of the Lane team that results in seamless project execution with no issues or challenges. CompuNet looks forward to continued collaboration with the Lane team and highly endorses their services.

“

It's a positive experience when I work with the Lane team.

Rick Rider  
CompuNet

”



### 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](https://laneds.com).