



Fachklinik Bad Bentheim | Germany Hospital/ Healthcare

The Fachklinik Bad Bentheim, a state-endorsed thermal brine and sulfur spa, helps to rejuvenate and restore thousands of patients each year. In partnership with referring hospitals, doctors, health insurances and professional associations the spa guarantees a qualified post-operative treatment and tailor-made rehabilitation concept. The four departments - rheumatology, dermatology, orthopedics and cardiology - have acquired a significant medical reputation thanks to their successful therapies.

The Fachklinik Bad Bentheim has a high level of expertise in skin conditions e.g. psoriasis and rheumatic disorders e.g. psoriatic arthritis. Its orthopedic surgeons have worked with supra-regional therapists to provide a continued improvement in 93% of its patients with back problems.



Thanks to uniFLOW we were able to centralize our printing systems easily. The multiple options to customize workflows, which are available on each Canon imageRUNNER after authentication, have convince the IT department and users.



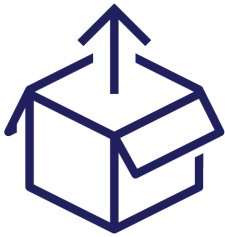
Werner Keen, Head of IT





Customer Challenges and Requirements

■ The mixed fleet of over 120 Kyocera desktop printers, of various models, caused many driver incompatibilities and was unreliable. These problems affected all departments and caused many of Fachklinik Bad Bentheim's employees to be permanently dissatisfied. Although finances had been agreed with the previous supplier, Fachklinik Bad Bentheim recognized a stable and efficient solution was more important than a cheap purchase.



The Solution

■ The Canon mono brand partner BRG offered a multi-level solution based on three pillars:

- Hardware design: Fewer single function printers (SFP) and central placement of multifunction printers (MFP) with a better range of functionalities.
- uniFLOW: Making daily business processes safe, reliable and convenient for users. Advanced scan workflows were incorporated to scan documents directly to the clinic's Document Management System (DMS) "ELO".
- Customer Relationship Management (CRM) concept: Customer audits to be conducted on a regular basis.

Connected Devices

- Canon iR ADVANCE A3/A4 (28x)
- Canon i-SENSYS SFP (66x)
- ScanFront400 (2x) (final stage Q1 2018)

Software Solution

- uniFLOW Enterprise Edition
- Secure Printing
- Advanced Scanning
- uniFLOW Service for AirPrint® (final stage Q1 2018)



Benefits

■ The benefits for Fachklinik Bad Bentheim, based on the three pillar concept above, are widespread. The print fleet now consists of fewer models, making operation and maintenance of the fleet easier. Thanks to uniFLOW, only one driver is needed to print from any device in the clinic and document security has increased. The implementation of uniFLOW advanced scan workflows has increased productivity because scanned documents can now be directly sent to the DMS "ELO" which has meant employee approval of the DMS is far better. The regular customer audits help to identify and address needs at an early stage.

Employee approval of Canon devices throughout Fachklinik Bad Bentheim is high as they are easier to use, provide secure processes, reliability and can be integrated easily with other systems. "Due to the fact we are really happy with the entire solution, we are now going to expand with BRG, Canon and uniFLOW by adding many more devices and integrating our iOS devices with uniFLOW. This is another major step and very important for our medical team who use iPads to access our internal medical system" says Werner Keen, Head of IT.