



Case Study



Learn how a publicly-traded healthcare company has implemented end-to-end healthcare IT processes within its own operations by using ZorroSign DTM Platform

Company Profile

- **Industry:** Healthcare
- **Staff:** 300+
- **Doc Sets Used/Year:** 110k

Challenges

- **Strategy:** Save cost and time while eliminating errors
- **Goals:** Stop insurance frauds and optimize resources
- **Focus:** End-to-end Healthcare IT workflows

Solution

- **Templates/workflows configured:** 100+
- **Ad hoc docs signed:** 8,000+/Mo
- **Use of 4n6 Token:** Every document

Business Overview

Our subject for this case study is an international healthcare organization that is an emerging leader in the provision of clinically actionable medical informatics. The company is focused on the delivery of services that exceed US federal standards for quality and industry standards for turnaround time. The Company provides a comprehensive menu of diagnostic and laboratory developed tests as well as interpretative data for a wide range of inherited conditions.

Challenges

Security and privacy when executing healthcare related documents was the primary concern of this publicly traded healthcare company. The organization must constantly make certain that its processes are current while never compromising patient information or service providers data; always ensuring compliance with federal guidelines like the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

To stay competitive the organization tries to increase its offering, reduce cost, eliminate errors while speeding up processes. It also wants to make its vast employee base more efficient, compliant and prompt. These challenges are faced on a daily basis and technology is one area that management felt could be a game changer. Time less spent on document processing is additional time spent enhancing customer service.

Solution

The organization selected ZorroSign as its electronic signature and Digital Transaction Management vendor because ZorroSign exceeded the client's privacy and security requirements; comprehensive workflow automation was the perfect compliment to the company's Healthcare IT and Telemedicine services. ZorroSign also provided a systematic archiving of documents with its Document Management system. As a healthcare organization, efficiency, security and accuracy from adopting new technology was a key driver in the decision to adopt the DTM and eSignature solution. ZorroSign is used to manage customer documents, vendor contracts, invoice and payment approvals, along with internal HR processes like new employee on-boarding.

“At our core, is a relentless focus on information, and each day, we deliver advanced laboratory diagnostic services to a global customer base. Now, we are able to offer these services with advanced workflow automation, real electronic signature, and digital document security. ZorroSign is enabling us to deliver more, faster, while maintaining high quality, accurate services, which is ultimately helping our customers live better lives.”

- Anonymous, Healthcare Services company

Result

Customer adoption of ZorroSign was frictionless and fast given our intuitive user interface and training program. Within 30 days of implementation the organization optimized its document execution cycle time. This allowed the company to deliver workflow efficiency and streamline operations for customers and vendors, decreasing cycle time to a single day (hours) per document. An added bonus to using ZorroSign is the solution fits into the organization's green initiative, helping to reduce cost significantly, save time and the environment.

Possibly the largest impact of ZorroSign was the adoption of ZorroSign's 4n6 (Forensics) Token technology, adding an extra layer of security, legal protection and legitimacy to documents. It was imperative for the company to have this digital document security, designed to detect insurance fraud, a major pain point for insurance carriers.



Time Savings

From 3-7 days down to hours



Cost Savings

Up by 25%

2018



CIO Review



CIO Applications



Insights Success



Silicon Review

2017



Aragon Research



CIO Applications



CIO Outlook



About ZorroSign

In the mid-90s, one of the ZorroSign co-founders developed an innovation that addressed a pain point for companies across the globe – electronic signature. This solution is used in most POS systems even today by government agencies and companies such as DMV, USPS, UPS, and a number of Federated Department Stores like Macy’s, and American Express. The electronic signature also served as a key technology component when President Bill Clinton signed the *Electronic Signatures in Global and National Commerce Act*, also known as the “Millennium Digital Commerce Act” or the “E-SIGN Bill” on June 30, 2000. The same inventor then went on to create the next generation electronic signature called the Document 4n6 (Forensics) Token, a Document DNA based crypto tokenization that uses the Blockchain technology.

In 2015, ZorroSign was born to use these enhanced electronic signature technologies to create a unified platform of complete advanced Digital Transaction Management (DTM) solution including document fraud and tampering detection. The idea is to provide a highly secure, flexible, seamless, and robust solution to support end-to-end flow of document signature ceremonies for any situation, any industry, any department – for signatories located anywhere and using any device.

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