



Customer Story

Medical Council

Digital Mail Room Solution



Customer Background

The Medical Council promotes the highest professional standards for doctors, and ensures that professional competence and good medical practice is upheld throughout the Republic of Ireland.

The main role of the Medical Council is to maintain the 'Register of Medical Practitioners' (doctors legally allowed to work in Ireland) to regulate medical procedures and to protect the public against malpractice.

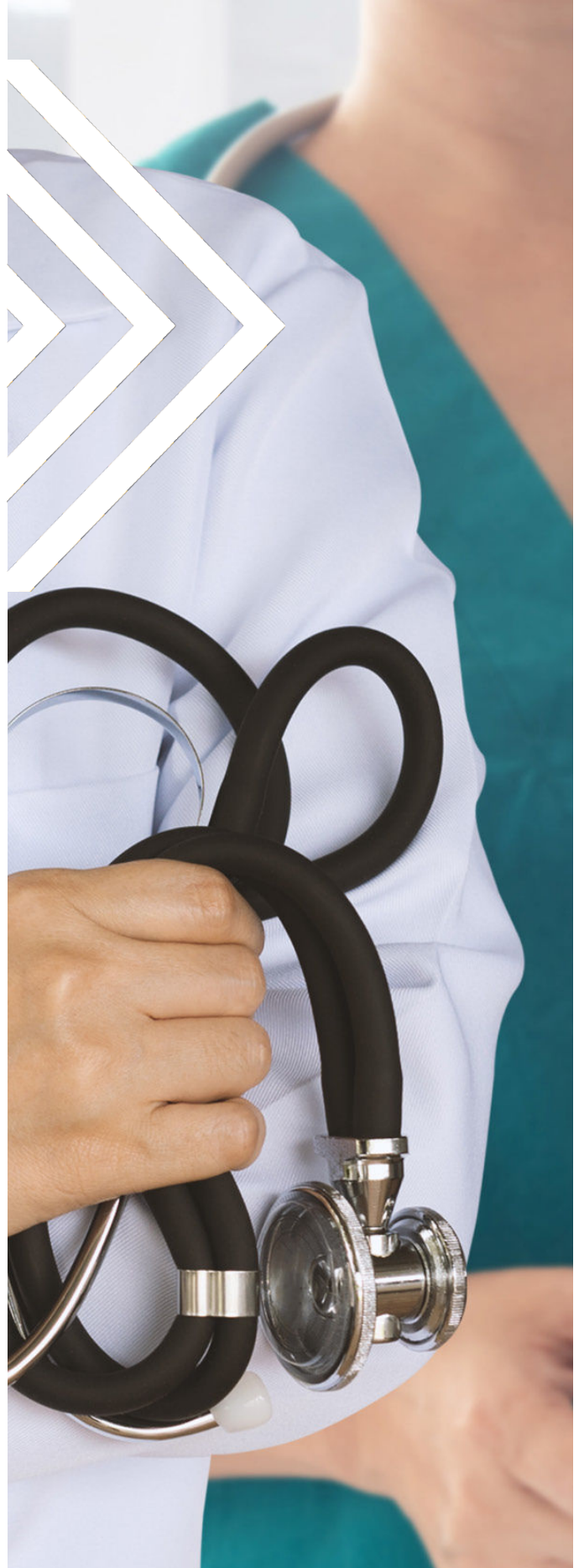
Situation

There are approximately 25,000 doctors on the registry, an increase of 8,000 doctors or 32% since 2017. This increase included the temporary restoration of 400 doctors in 2020 to help manage the COVID-19 pandemic.

With staff working remotely, physical mail volumes rising, and processing times increasing, staff were overwhelmed by the sudden changes. This unexpected problem led to the question:

How do we manage physical mail remotely without effecting productivity?

The Medical Council approached Kefron around this time seeking an immediate solution.



Comhairle na nDochtúirí Leighis
Medical Council





Digital Mail Room Solution

A process was established whereby all post was routed to a PO box which was then redirected to Kefron. The scanning team processed each document and categorised them based on a scope pre-defined by the Medical Council to ensure the correct department was receiving the correct mail, before uploading it and securely transferring the documents to the Medical Council's database.

This process was critical to the success of the project as it relied on cross-departmental support to establish stringent mail categories which encompassed pre-defined legacy department naming conventions which could also accommodate new categories on an ongoing basis.

The clear communication and great relationship maintained between both parties meant that this transition was as seamless as possible. Kefron took responsibility to ensure that all stakeholder requests were resolved quickly, giving the Medical Council confidence that their post was in capable hands.

“Kefron were able to do a huge amount of work with us in collecting, categorising, scanning, updating the document management system and all of our contacts on it. Kefron provided training on new feature for all of our new staff, taking us through the scan-back process, working with us and our share files system. We had assurance that everything was really secure, we know who had access.

Sarah Howard, Data Protection Officer and Information Governance Manager, Medical Council

The Key Benefits



Kefron's substantial experience in providing a digital mailroom service meant that potential issues were anticipated before the project began and dealt with quickly and professionally

TIME SAVING

"Kefron sorted the post, scanned it all, sent it all back. That was a huge help. It allowed us to keep moving at a time when it was really challenging."

ACCURACY

"We visited Kefron to see the process and it's very clear. The attention to detail is fantastic."

EXPERTISE

"Just knowing that Kefron has specialised staff in dedicated teams that are able to come in and support our processes is really helpful."

EFFICIENCY

"The combination of the post and record management really helped make everything as smooth as could be during the transition to fully remote working."



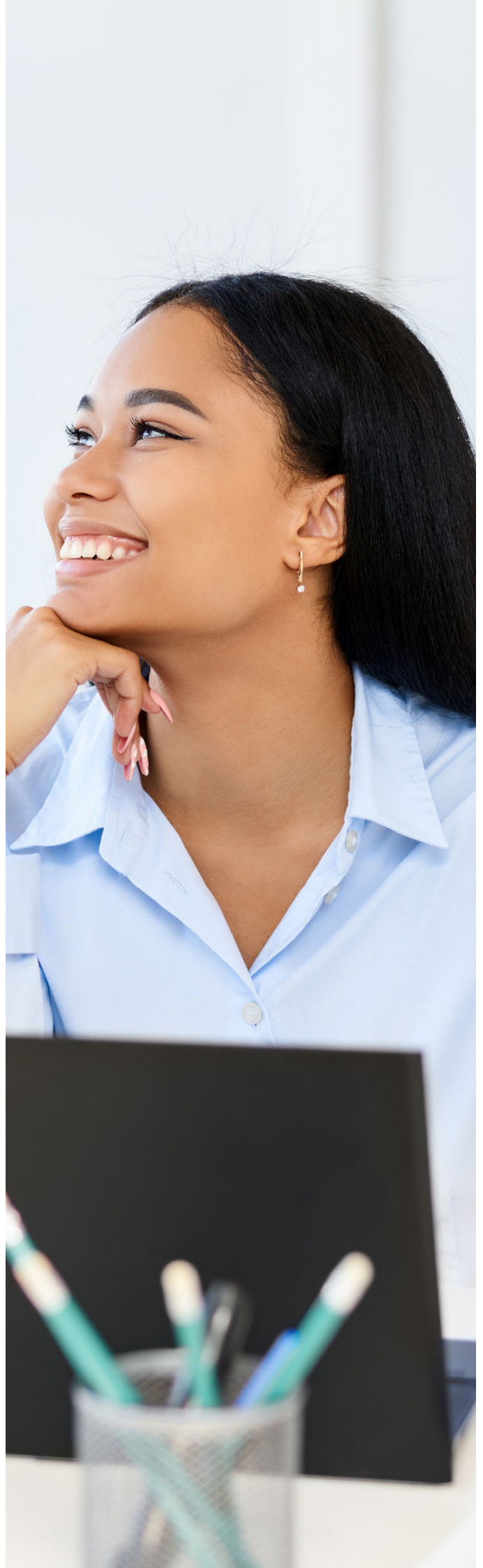
3000 files were
processed in
just 3 months

Post Covid Situation

When staff returned to the office, the Medical Council tried to reintegrate the process of managing mail onsite. However, extensive office renovations presented new challenges including reassigned staff resources unable to manage returning mail, as well as monitoring sensitive onsite documents.

Moving sensitive documents to a temporary space set up during renovations was deemed unwise as the risk of misplacing or damaging files was high, and the move back and forward would have taken a lot of time with limited resources at that time.

The Medical Council took this opportunity to clear out files from the office space and transfer the hardcopies to Kefron's storage centre in Park West. This gave them the peace of mind to focus their attention on continuing the vital work they do.





Outcome

Previously the Medical Council did not have a formalised organisation wide process for handling mail which resulted in each department managing mail on an ad-hoc basis.

Since working with Kefron, the Medical Council has saved 3,124 sq/m of office space and formalised a process for handling mail with a digital mailroom.

The Irish Medical Council has measured an increase in productivity and efficiency while meeting compliance targets throughout the organisation.

Kefron maintains a clear audit trail throughout the movement and processing of documents, providing same day delivery of digitally scanned copies to ensure a file can be accessed in a timely manner.

3124 sq/m of office
space saved

The Kefron logo features a stylized 'K' icon composed of three overlapping triangles in red, green, and blue, followed by the word 'kefron' in a white, lowercase, sans-serif font.

kefron

A series of diagonal stripes in yellow, light green, and teal colors, overlapping each other and extending from the bottom left towards the center of the page.

www.kefron.com
info@kefron.com