

“By centralizing and streamlining the process for reps to achieve hospital compliance, we experienced a significant reduction in credentialing costs.”

CASE STUDY

Document Repository Delivers Significant Cost and Time Savings



CASE STUDY: Document Repository delivers significant cost and time savings



Overview

By centralizing its credentialing process in house with Document Repository, a leading global medical device maker achieved objectives of reducing costs, increasing representative compliance with hospital policies and improving sales efficiency.

Situation

Managing the credentialing of several thousand sales representatives became a cumbersome process for a top 10 global medical device manufacturer. Reliance on a decentralized, paper-based credential management process required the manual efforts of many, including sales reps, managers and administrative staff.

Solution

As a part of its key objectives to reduce costs, increase compliance and improve sales efficiency, this manufacturer implemented GHX's Document Repository. Just by centralizing and organizing credentialing functions, the company was able to streamline the rep credentialing process to effectively:

- **Reduce costs and administrative time** – by employing a single online database to manage all documents required by hospitals for reps and companies
- **Increase sales team efficiency** – by providing an easier way for reps to comply with hospital requirements and achieve clearance for onsite sign-ins
- **Improve its immunization/training tracking capabilities** – by leveraging robust reporting capabilities to proactively identify rep compliance issues



Results

After implementing Document Repository, this manufacturer saved approximately \$670,000 in the first year and anticipates savings of at least \$250,000 in the second year. Much of this savings is due to the centralization of credentialing systems and other resources duplicated among business units. Additionally, the manufacturer was able to reallocate approximately 12,500 hours of time and six full-time employees in the first year of implementation, and expects to reallocate 4,200 hours and two full-time employees in the following year.

“We also freed up our administrative resources to focus on other projects and our sales representatives to focus purely on selling to hospital customers.”

Document Repository is a key part of managing the credentialing process with a single place to store documents for your representatives. Further streamline your program with additional credentialing tools for monitoring, powerful reporting and credentialing analyst support.

To learn more about Document Repository and the complete suite of credential management tools, email contactus@GHX.com or go to GHX.com.



©2018 Global Healthcare Exchange, LLC.

All rights reserved. GHX is a trademark of Global Healthcare Exchange, LLC. 0318