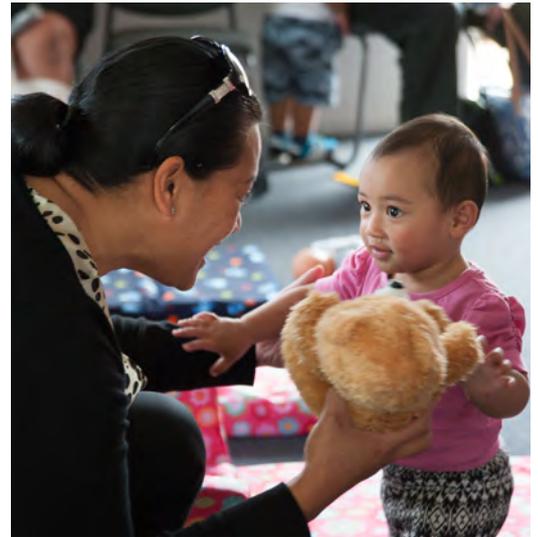
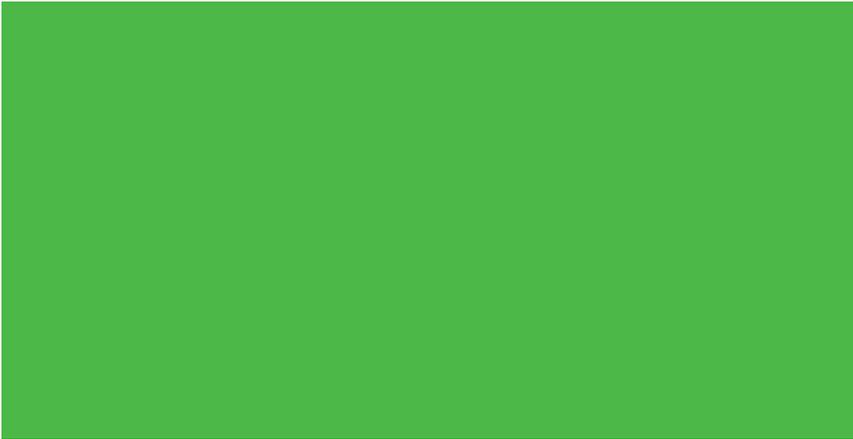


A Supportive Partner

Business Process Services
Plunket



“Fuji Xerox has been an immensely supportive partner in Plunket’s emerging maturity in the collection and use of data. Despite our declining levels of scanning they are maintaining a highly professional approach and continue to proactively focus on driving our costs down.”

Lois van Waardenberg, Chief Operating Officer, Plunket



Plunket: Keeping a careful eye on a nation’s under-fives with Fuji Xerox data capture

Plunket is the largest provider of free support services for the development, health and wellbeing of children under five in New Zealand. They engage with the families of approximately 90% of the country’s new-borns each year.

Plunket give Kiwi parents invaluable information and support as well as providing developmental assessments on pre-schoolers.

Part of their care service includes the Ministry of Health’s Well Child / Tamariki Ora schedule which includes an enrolment process for new-borns, regular home visits for babies in the early weeks, and then clinic or further home visits for children until they reach the five-year milestone. This service is supplemented by PlunketLine, a valuable 24/7 telephone child health and parenting advice service. Plunket also run parent groups, parenting education and toy libraries, drop in centres, playgroups and education in schools – nationwide and of course, free of charge.

Easy enrolment

Fuji Xerox New Zealand has worked with Plunket since 2010, digitally capturing the information they collect on every child from enrolment through to every subsequent follow up visit.

Every month, Plunket nurses or health care workers fill out over 80,000 enrolment or records of contact by hand. This averages out to 16,500 pages of data, with 500 characters or markings per page, to be processed, month in and month out. The enrolment form alone is a comprehensive 37-field, 5-page paper document which collects a wide range of information about the child, ranging from the family environment through to vaccination and other medical details.

Before Fuji Xerox’s involvement, the information collected on enrolment forms was entered into the Plunket system manually, and it could take up to 30 days for a child to be officially registered. Likewise, information from the ongoing records of contact would take a similar time to be applied to a child’s contact record.

While Plunket is rolling out an ePHR (Electronic Plunket Health Record) solution which will fully replace the Fuji Xerox solution within the year, there are still a large volume of hand-completed forms. These are handed in at the nearest Plunket office at the end of each day, and forwarded each week to Fuji Xerox to scan and process.

Using a combination of optical character recognition (OCR) and optical mark recognition (OMR) the data on the forms is automatically extracted and uploaded into the Plunket customer relationship management (CRM) system, where it’s stored for each child’s first five years.

Because it forms the reference point for all ongoing help and support, it’s essential that the information is 100% correct. Any exceptions, where data is incomplete or difficult to accurately extract, are reviewed and corrected by the operator.

Once the information is digitised, the hard copies are sent on to Plunket’s archive provider for storage.

With accurate information showing where birth-rates are rising, Plunket can redeploy their resources and make plans for where their help is needed the most, as well as track any health epidemics (for example, outbreaks of chickenpox) or patterns of note or concern.

Delivering a consistent standard of service

The accuracy and quality of captured data is critical for Plunket and the sensitive health and development work they do. That’s why Fuji Xerox target bettering the industry standard of 95%, and commit to delivering 98.2% accuracy.

To keep up this consistent level of service, Fuji Xerox New Zealand use the same globally-proven delivery methodologies as their parent companies, Fuji Xerox and Xerox Corporation. The Fuji Xerox Global Service Delivery Model (GSDM) is aligned to industry best-practice and





international standards like ITIL V3, COBIT, eSCM, CMMi, and ISO.

A supportive partner

Six years into their successful partnership, and Fuji Xerox is still delivering a consistently high standard of service to help Plunket safeguard the health data of an entire generation of Kiwi kids.

Although Plunket's new ePHR system is set to supplant the Fuji Xerox solution, the value that Fuji Xerox adds to Plunket's operations overall has meant their annual contract for scanning has been renewed.

"Fuji Xerox is an immensely supportive partner," says Lois van Waardenberg, Chief Operating Officer at Plunket. "They show nothing but a willingness to help. Despite our declining levels of

scanning they are maintaining a highly professional approach and continue to proactively focus on driving our costs down."

At a glance

Organisation:

Plunket

Industry sector:

Not for profit organisation

Business requirement:

Digitise 80,000 enrolment or records of contact monthly.

Primary objective:

Accelerate the registration process and contact update for the child's records to Plunket customer relationship management (CRM) system.

Business process services provided:

- Optical character recognition (OCR) and optical mark recognition (OMR) the data on the forms so that they are automatically extracted and uploaded into the Plunket customer relationship

management (CRM) system.

- Volume of documents digitised monthly ~ 80,000 enrolment or records of contact; averages out to 16,500 pages of data, with 500 characters or markings per page, to be processed. The enrolment form alone is a comprehensive 37-field, 5-page paper document

Outcomes:

- Provide on-going supplementary digitisation services.



About Industry Business Solutions and Services (IBSS)

Fuji Xerox Industry Business Solutions and Services (IBSS) has maintained its market leader position in document management and consulting services globally. At IBSS, we help our customers re-engineer their document management processes, ensure seamless integration into their current IT infrastructure, transform document intensive processes and customer communications to achieve operational excellence, costs efficacies and sustainable growth.

For more information, please email ibss.marketing@fujixerox.com or visit us at <http://www.fujixerox.com/eng/solution/globalservices/>

About Fuji Xerox New Zealand

Fuji Xerox delivers market leading document services and print solutions to the New Zealand market place. Our core philosophy is to be 'strong', 'kind' and 'interesting'; a 'strong' company that delivers excellent products and services that satisfy customers, and is able to reward its shareholders continuously; a 'kind' company that contributes to local and global communities with a particular focus around young people; and an 'interesting' company at which employees find their life and work fulfilling. We aim to be a company with a good balance of all three attributes.

For more information about our business process services, visit us at www.fujixerox.co.nz/bpo

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