

Can Workflow Improve and a Client Relationship be Saved?

A PROOF-it-ONLINE study in efficiency.

Project

Healthcare Forms Printing & Project Management

Company

Teuteberg, Inc. -
A Full-service Print Management Company

Problem

Teuteberg, used to use traditional proof and approval methods – including hand delivery, overnight mail and manually marking-up printed/hard copy proofs – for its high-profile client's forms printing. The problem was, it was taking weeks and sometimes months to process one small change, and one of Teuteberg's employees spent much of her time at the customer's site managing proofs and approvals. Teuteberg was worried that if the process didn't become more efficient, they could lose a key client. Not to mention, they would continue to miss out on the productivity of one of their top employees if she wasn't back at her Teuteberg office full-time.

Solution

Teuteberg turned to PROOF-it-ONLINE's proofing and approval management solution. PROOF-it-ONLINE captures detailed audit trails, which is a must since Teuteberg is required to comply with legal standards while working on medical forms. As well, PROOF-it-ONLINE eliminates the need for travel to various locations and expensive overnight mail to obtain approval from multiple reviewers – both of which proved to be time-consuming and cumbersome.

Of equal importance, Teuteberg needed to consider its customer's technical abilities. "Since our customer is not trained in technology, will they be able to use this tool?" they asked. They found PROOF-it-ONLINE to be an intuitive and easy-to-use solution; implementation was certain to be hassle free.

Results

Within weeks, job processing time was reduced by 75% and Teuteberg's customer adopted the technology immediately. In fact, more than 80 users at the large healthcare company use the solution today. As a bonus, Teuteberg won back one of its top employees; she is now back in her Teuteberg office, taking on additional responsibilities. The best part? Teuteberg held on to one of its key high-profile clients and is now able to process more jobs in less time.

LEARN MORE

To find out how PROOF-it-ONLINE can automate and improve the proof approval process for your business – saving you time, money and hassle – call us today at 888.462.8044, or visit our website at www.proofitonline.com.