



## SANIMED RELIES ON IRISXTRACT™ FOR PATIENT WELLBEING

As a leading German home care company, SANIMED provides medical and mobility aids to persons in need of care at home or in care facilities. In cooperation with Canon and with the deployment of IRISxtract™, SANIMED is driving the digital transformation and significantly improving its processes. Prompt patient care is now possible thanks to considerably faster handling of daily incoming mail.

### THE CHALLENGE:

SANIMED, now part of the Löwenstein Group, has been active in healthcare management since its founding in 1983. Specialising in rehabilitation and medical technology as well as medical consultation services and mobility products, the company has 600 employees at 25 locations in Germany as well as twelve subsidiaries. When SANIMED left the Hartmann Group in 2020, the IT department faced the challenge of becoming independent and issuing new tenders for many IT systems, including the scan centre. Every day thousands of documents arrive at SANIMED's central mail room by email, fax, app, or normal post. Previously all these documents had to be classified manually and then sent to a validation workstation for assignment of the missing index data. This arrangement sometimes led to annoying problems for employees involved in the process.



## THE SOLUTION:

In the search for a new solution, Canon came out on top with IRISXtract™. “The flexibility and convenience of IRISXtract™ made it clearly better than the previous solution”, says Ansgar Peter, Chief Technology Officer at SANIMED. “Especially with regard to document separation and software training, as well as user definition of the processes, we have a lot more options now.” Peter is also happy that the IRISXtract™ solution provides end-to-end support for the digital process and an interface for integration into the SAP system, enabling further pursuit and professionalisation of the digital transformation within SANIMED. Digitalisation through automated incoming mail processing now benefits all departments. “With the IRISXtract™ system we are now processing 2.4 million pages a year within the SANIMED Group. Four Canon DR-G2 high-performance scanners digitise the documents”, reports Bastian Brickwedde, Head of IT at SANIMED. “This enables us to process the different types of documents in the healthcare system, which are often difficult, such as the Muster-16 prescription form – a real challenge for OCR data extraction – as well as hospital regulations, delivery slips and other documents.”

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Ansgar Peter,  
Chief Technology Officer  
at SANIMED

## BENEFITS:

Using IRISXtract™ creates significant process optimisation for the SANIMED Group. “We have recognition rates of more than 90 per cent, despite the complicated documents in the healthcare system,” Brickwedde says. “This allows us to distribute the daily stream of incoming documents very quickly to the SANIMED departments to ensure efficient patient care.” After all, SANIMED receives several thousand prescriptions every day, and they must be fully processed by 11 a.m the next day. All system users at SANIMED report equally positive results. “Recognition of incoming faxes and emails is much better now”, says Heide Neuhaus, Scan Centre Manager at SANIMED. “The intuitive user interface is especially appreciated.” Everyone at SANIMED is also very satisfied with the execution of the project, and they rate the cooperation with Canon and IRIS as professional, expert and well structured. All expectations with regard to quality and schedule were fulfilled, leading to a planned extension. “We want to implement the IRISXtract system as a central incoming mail solution at other locations in affiliated or subsidiary companies”, says Brickwedde.



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## ABOUT US

Image Recognition Integrated Systems (I.R.I.S.) is a leading provider of 'Content to Process' technologies'. I.R.I.S. offers solutions for automatic invoice and order processing, HR and supplier records as well as case management in legal, healthcare, and finance sectors.

I.R.I.S. provides technologies and solutions that capture data and information contained in documents, which are relevant to business processes. The goal is to make the data easily available while reducing operating costs.

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