

Health Care Services Case Study - Realized \$202,743 in annualized savings

This hospital client cares for more than 160,000 patients annually with a team of 1,300 employees and 1,200 physicians. They were happy with their current multi-function device (digital copier) equipment and vendor.

Executive management was interested in confirming they were receiving the best possible value from their current vendor.

The Challenges:

- **No time or budget:** The client wanted to compare available product/vendor options to their current in-place solution with a minimal time requirement of their already busy staff and had NO budget to outsource it
- **Lack of time and resources to**
 - Develop a comprehensive industry specific RFP and release to multiple vendors
 - Collect and evaluate data collected from participating vendors
- **Industry knowledge and pricing benchmarks**
 - No one within the hospital's supply chain management team had worked directly within the industry and didn't have "insider" knowledge of the industry's pricing model and/or vendor performance capabilities/metrics
 - Knowledge that only comes from owning an office equipment distributorship or working within executive management of an office equipment manufacturer
- **Service levels and product quality must be maintained**
 - Service or product quality degradation could not be a byproduct of lower costs



Outcomes:

- **BottomLine Advantage guaranteed a Minimum Level of Savings**
 - The hospital required that a Minimum Level of Savings be guaranteed upfront at a level which would ensure their relatively small investment of time would be "worthwhile"
 - BottomLine Advantage provided a "Performance Guarantee" to demonstrate its upfront savings prediction would be met or exceeded and included a financial penalty for nonperformance
- **Released a detailed and comprehensive RFP** requiring minimal time and resources of the hospital
 - BottomLine Advantage provided the industry knowledge, experience, processes and resources to achieve hard dollar cost savings
- **Addressed concerns related to maintaining service levels for each bank location** by requiring the chosen vendor to approve a Service Level Agreement that clearly articulated service metrics along with significant financial penalties for failure to meet/exceed defined performance levels

ROI on this project was \$ 72,408 / Client Hour