



**Customer:** M\*Modal

**Industry:** Healthcare

**Business Solution:** docSTAR Eclipse

**Business Challenge:** Create an efficient process for Human Resources to manage over 6,000 employee records.

## Eclipse helps country's largest clinical transcription service manage more than 6,000 employee records more efficiently and securely.

### Company Profile

The largest clinical transcription service in the US, **M\*Modal** is a leading provider of clinical narrative capture services, Speech Understanding™ technology and clinical documentation workflow.

M\*Modal's enterprise solutions – including mobile voice capture devices, speech recognition, Natural Language Understanding, Web-based workflow platforms and a global network of medical editors – help healthcare facilities facilitate adoption of electronic health records, transition to the ICD-10 medical classification list, improve patient care, increase physician satisfaction and lower costs.

The company has been utilizing **docSTAR Eclipse** since 2011. Eclipse is a cloud document management solution that is flexible and affordable. Unlike other document management systems, Eclipse does not require extensive upfront investment or specialized hardware. Users just need to use their browser to connect to the cloud and start accessing documents anytime, anywhere.

### Eclipse ROI

\$18,500 – supplies  
\$15,600 – labor  
\$31,720 – employee

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**\$65,820**

Annual Savings

### Better Access. Faster Response.

According to Bob Witkoski, Director of Human Resources, M\*Modal uses Eclipse exclusively for employee records management, "At our Mt. Laurel, NJ office, **we had over 59 four-drawer filing cabinets filled with more than 6,000 employee records.** In 2010 the decision was made to close that facility and move it to Tennessee. We really didn't have the storage capabilities in Tennessee, not to mention the cost of moving all those records, so we knew it was time to implement an electronic filing system," Witkoski says.

Based partly on rave product reviews from their legal department, which was already using the system, M\*Modal's Department of Human Resources soon deployed docSTAR's Eclipse solution to electronically store and manage all their employee records, while providing the company with an affordable online service that can be quickly and easily accessed from anywhere.

Thanks to docSTAR Eclipse, M\*Modal is saving \$18,500 a year in file cabinet equipment, space and supply costs, as well as \$15,600 in labor costs.\* The company was also able to eliminate one full-time employee for an additional savings of \$31,720 and **total annual savings of \$65,820.**

“Another big issue for us is systems access,” Witkoski says. “Because we’re a virtual company, we have employees like me who work from home and **it just made sense to have one electronic file which could be accessed from multiple locations** opposed to somebody having to pull paper records, bundle them up, ship them, and wait for them to be returned. **And the whole thing can be accomplished by email in just minutes!**”

### Peace of Mind that Eclipses the Old Way

Eclipse also delivers a much higher level of document security to M\*Modal than their previous filing system. According to Witkoski, “One Eclipse feature is very valuable: **full redundancy**. The Eclipse system has backup records and servers so if there’s a data center fire wherever their servers are, these systems all backed up in another geographic location. Previously if we had a fire in our headquarters building, it could have wiped out all our employee records.”

And the customer service was as outstanding as the product. “We were very well treated by our docSTAR partner, OneSource Imaging,” he adds. “They had their reps come into our office, install the Eclipse software, test it and set it up. We really didn’t have to do much of anything,”

### \*Calculate Your Cost: True Cost of a File Cabinet

Type of Cost	Annual Expense	Explanation
Hardware	\$50	Typical file cabinet. (\$500 amortized over 10 years)
Space	\$247.50	\$2.75/square foot x 7.5 sq. ft. needed for one cabinet.
Supplies	\$16	\$4 per drawer includes: folders, labels, etc.
Labor	\$2,600	One clerk at \$500/wk, 10% of time handling files.
<b>Grand Total</b>	<b>\$2,913.50</b>	<b>Annual Expense for Four Drawer File Cabinet</b>

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docSTAR is a recognized leader of comprehensive and integrated document management solutions. docSTAR allows instant access to documents and immediate cost savings while delivering ease of use, fast implementation, safety, and security.