GHX

G-FAX

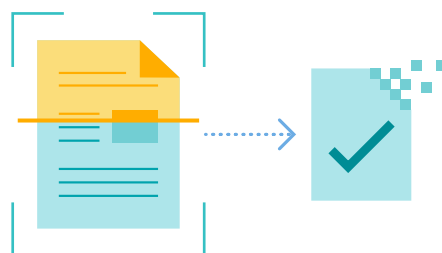# AUTOMATE THE MANUALLY INTENSIVE SIDE OF ORDER PROCESSING

Many healthcare providers still rely on manual procurement processes, resulting in suppliers receiving orders in formats they cannot process electronically. When received by fax, PDF or email, orders must be manually converted and enriched with data before being transmitted to ERP systems.
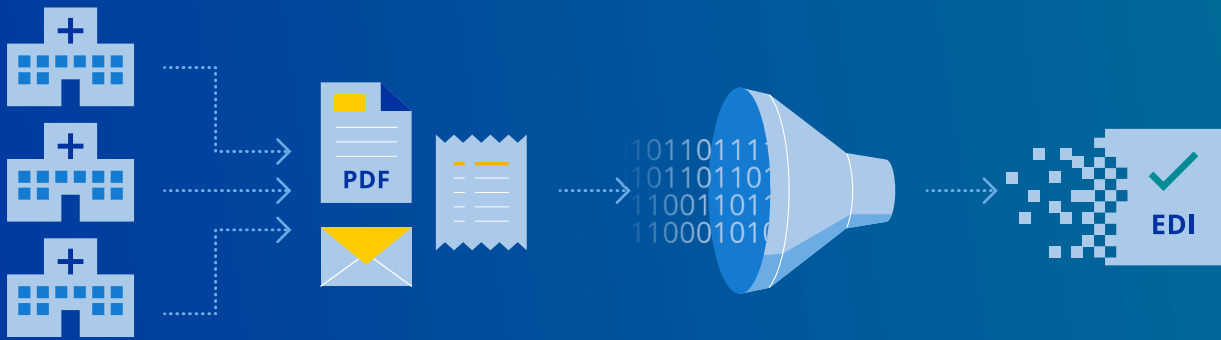
Manual order processing is time-consuming and error-prone for suppliers. Managing multiple order channels with labour-intensive manual data entry takes time away from customer service teams that they could use for customer care.

Increase your volume of automated orders

With G-Fax you increase your volume of automated orders, reducing labour-intensive manual data entry and related errors. The solution uses a combination of optical scanning technology and data entry personnel to quickly deliver more accurate orders into your ERP system. You can establish business rules to manage and route orders that require specialised processing, such as rush or drop-ship orders.

Uniting the best of healthcare™

Consolidate all your order channels

Consolidate all your order channels into one with G-Fax, our fax, PDF and email to EDI document conversion service. The non-EDI orders sent to you from hospitals are re-routed through our system to our data entry team for accuracy checking and processing – all done shortly after the order is received.

We help you automate the manually intensive side of order processing by converting fax, PDF and email orders into electronic orders that flow directly into your system. This can help reduce the amount of time your customer service teams spend on inputting and correcting orders, giving them more time to focus on customer care.

Process optimisation

Receive manual fax, PDF or email orders as electronic orders directly into your ERP system.

Efficiency Savings

Increase your volume of automated orders, reducing labour-intensive manual data entry and related errors.

Streamlined Order Channels

Reduce the number of channels you receive orders through by consolidating them into one.

Order Accuracy

Checks order accuracy by comparing it against your catalogue and applies business rules, where applicable.

Market Coverage

Supports multiple languages for coverage across the most important European markets.

Customer Satisfaction

Improve your customer experience with fewer order errors and quicker turnaround.

Find out how G-Fax can benefit your organisation.
Visit ghx.com/en/g-fax for more information or to book a demo.