

Fältmans Support Region Stockholm with Digital Transformation

Case Study

TUNGSTEN
AUTOMATION



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The purpose of Region Stockholm's digitalization strategy is to streamline all manual handling of information – both at the primary care level and within administrative functions. To help accelerate their digital transformation, Fältman's specialized consultants supported Region Stockholm to replace a legacy IT solution with the new TotalAgility platform from Tungsten Automation (formerly Kofax).

We provided support for the previous IT solution and leveraged our deep expertise in the transformation process to TotalAgility. Our in-depth knowledge of both systems together with a solid understanding of how Region Stockholm operates ensured a swift start to the project.

"It is not easy for external partners to understand how our specific healthcare flows hang together. Thanks to Fältman's extensive experience working with us, the project has progressed very well," says Luciano Dani, Service Manager, Middle Storage, Application Platforms, and Digital Development at Region Stockholm.

Shorter lead times improve patient safety

Region Stockholm has already succeeded in digitizing about 70% of patient documentation in a joint medical record system called Take Care. However, 30% is still manual, simply because pen and paper are sometimes the easier option. These physical documents are scanned and sent to a regional intermediate storage service.

And this is where TotalAgility comes in. By interpreting, validating, and integrating information obtained manually, TotalAgility ensures a complete and unified view of the patient.

"This automated flow means shorter lead times and manually documented patient information is available in the medical record system faster. In this way, TotalAgility contributes to improved patient safety and better service,"

Luciano Dani,
Service Manager, Middle Storage, Application Platforms,
and Digital Development at Region Stockholm



1
TotalAgility checks against information in the Swedish tax authority's register to validate patient data.

2
Subsequently, TotalAgility checks against Take Care to link the scanned documentation to the correct care instance.

3
Finally, the information is automatically classified with the correct document type or form name.

Customer-focused consultants with rapid response time

Our consultants have supported Region Stockholm in the transition to TotalAgility putting the required specialized adjustments in place to ensure correct operation of the various flows and scenarios. Owing to our specialization in automation solutions from Tungsten Automation (formerly Kofax), we are able to provide invaluable knowledge and work to best practices in this type of transformation project.

Luciano Dani at Region Stockholm values both the consultants' competence and attitude:

"Fältmans consultants do a great job! They are purposeful, helpful, and focused on delivering what is best for us as a customer. They challenge us and contribute with their external perspective, which helps us raise quality together."

One system, endless automation possibilities

The new system will handle close to four million forms annually in an automated process. But this is not the end of Region Stockholm's digital transformation journey. TotalAgility offers infinite support to handle a wide range of scenarios and business processes. During the project, additional needs beyond the original scope were identified in different areas of operations. The goal is to gradually digitalize and automate

working methods with the help of the system – phasing out manual input altogether.

"TotalAgility offers enormous potential and could revolutionize how we handle data in the region. There are so many scenarios where we could make it easier for employees in their daily tasks by removing recurring bottlenecks," concludes Luciano Dani.



About Tungsten Automation

Tungsten Automation, formerly Kofax, is the global leader in intelligent automation solutions with a trusted legacy of nearly 40 years, with a team of 2,000+ employees in 40 countries, serving 25,000+ global customers. Our dedication to innovation and customer success has earned us industry recognition, including being named a leader in Intelligent Automation (IA), Intelligent Document Processing (IDP) and Process Orchestration by top analysts. We are trusted to help businesses gain unprecedented efficiencies and reduce costs through AI-powered workflow automations that propel their businesses into the future.

To learn more, visit www.TungstenAutomation.com

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