

CASE STUDY

Kindred Healthcare



ABOUT THE CLIENT



Kindred Healthcare, a Fortune 500 company, is the largest diversified provider of post-acute care services in the United States. Through their subsidiaries they operate hospitals, nursing centers, and contract rehabilitation services.

www.kindredhealthcare.com

“When we can print and get our materials to our training locations as efficiently as Mimeo does, without having to warehouse, there’s benefit to all of our customers, who always receive up to date materials.”

- Tracy Disney, Manager of IS Training Development

CHALLENGE

The Training Development Group in Kindred’s Implementation Services department is responsible for nearly all learning deliverables for the organization. Each year they touch more than half of Kindred’s 75,000 employees. The team’s previous print solution required printing in bulk and warehousing the materials that would then be shipped to Kindred customers. This process not only required 6 weeks to get content to end users, but dissuaded them from making edits because of the cost involved with throwing away older versions.

- Eliminate warehousing
- Deliver only updated materials to customers

PROBLEM SOLVING

Mimeo’s online solution, allowing document edits and real time proofing, combined with quick turn printing capabilities and no order minimums, eliminated the need to warehouse.

“I never want to say to our customers that we can’t make the changes they requested until we finish our current inventory. We don’t have to say that with Mimeo.” -Tracy

RESULT

- Transition to 100% on-demand model
- Eliminated pre-print and warehousing of materials
- Real-time edits to content are immediately available

BONUS - COST SAVINGS

“In our first year, we saved **\$75k** in hard costs transitioning to Mimeo.” -Tracy