

Abbott Sustains Lean Staffing During Peak Periods with Document Conversion Outsourcing

Business Challenge

Abbott Laboratories has high volumes of time-sensitive research that need to be accessible to its R&D, business, legal, and other global stakeholders via Intranet to facilitate R&D efforts, collaboration, business development, and compliance. Achieving effective document management in this industry is essential for compliance, meeting tight timelines and maintaining a competitive edge. In recognition of this, Abbott has records information systems and Enterprise Content Management (ECM) repositories in place to store and manage these documents; yet having the appropriate levels of manpower required to scan and index paper-based documents often proves challenging, especially during peak periods.

Solution

For years, Abbott Regulatory Operations Records Information Center (RIC) has been tapping into Security MicroImaging's document conversion services to assist during high-volume periods and special projects. Security MicroImaging has, historically, digitized approximately 10% of Abbott RIC's total file volume of more than 12 million scanned pages. These vital records include highly-sensitive scientific notebooks and drug submission documents. During peak periods, Security MicroImaging securely transports these files to their ultra-secure facility for document capture, indexing and quality control. The imaged documents and data are then released into Abbott R&D's Records and Information Management System for retrieval by 1,400+ authorized Abbott users world-wide.

Products & Technologies

Security MicroImaging Document Conversion Services

High-Speed Fujitsu Production Scanners

Abbott Records and Information Management System, available globally to 1,400 authorized users

ECM Repository

Benefits

"Security MicroImaging met our project deadlines while providing cost-effective pricing and consistent quality," states Steve Columbus, director. Without having to add to the costs associated with hiring additional staff and purchasing additional equipment, Abbott's accessibility to its vital documents is met. In addition, Steve adds, "ECM helps mitigate risk during an audit." As a bonus to the Business Development Group, electronic records help seal the deal when Abbott divests to another company. Having select global access to vital documents is key to Abbott's success and Security MicroImaging contributes to that endeavor.

Abbott Laboratories Case Study

"Security MicroImaging provides us with flexibility while allowing us to maintain a lean staff."

Steve Columbus
Director, GPRA

Research Information Center
Abbott Laboratories

Company

Abbott Laboratories
Abbott Park, IL
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Industry

Pharmaceutical/Healthcare

Company Profile

Abbott is a global, broad-based, Fortune 100 health care company devoted to discovering new medicines, new technologies and new ways to manage health.