

# Case Study

## CLIENT SINCE:

February, 2014

## PRODUCTS USED:

Point of Sale Suite

## LOCATION:

Kenosha, WI

## Featuring: United Hospital System



### Introduction

United Hospital System is a regional healthcare system that serves southeastern Wisconsin and northern Illinois communities with two main hospital campuses and several clinics. By investing in technology, United Hospital System strives to advance the quality of service provided to patients and patrons.

### Operational Objectives

Aside from offering quality healthcare, United Hospital System is committed to providing the most productive experience in their retail operations. One of their objectives was to upgrade the point-of-sale system and gain the capability to accept credit/debit card payments. By partnering with DFM, United Hospital System implemented a new Point-of-Sale (POS) system that was manageable and within their targeted timeline.



## Successful Transition

Prior to going live, United Hospital System worked remotely with DFM's Installation team to build the POS system so that it fit the needs of their unique retail processes. By regularly checking the progress during the implementation phase, DFM ensured United Hospital System was prepared



to start using the POS system. For an extra measure of support, DFM's Installation team was onsite the day prior and also the day of the cafeteria's launch with the POS system to provide additional support during the transition.

## Post Implementation Benefits

- Since automating, the Finance department has achieved a reduction in time spent on the billing process for physicians and departmental charges.
- Having the ability to process payments with credit/debit cards has increased cafeteria revenue.
- Cashier staff appreciate the new features, such as larger POS screens, and defining reports is a much more efficient process.
- Having a shared database for two separate cafeteria locations has made it easier to add and modify new menu items.
- Adding another work station at the second location allowed changes to be made independently.
- Obtained ongoing system support from DFM with a shorter response time and resolution-oriented approach to challenges.

## Future Plans

Based on the positive outcome that United Hospital System has attained with the POS system, they anticipate further automation in Food and Nutrition Services with the Room Service software in the near future.

