

## Customer Success Story

### Fisher Transcription Group, Inc.



#### Challenge

Transcription management company sought a software platform to improve workflow efficiency.

#### Solution

- InfraWare 360 platform
- Powerful automation features
- Flexible dictation options
- Built-in productivity tools
- Fully automated workflow, reporting and document delivery

#### Results

“InfraWare has saved us about forty hours of work each month ... so we can focus on what we do best, which is transcribing.”

—Cheri McDonald, owner, Fisher Transcription Group, Inc.

#### Challenge

Fisher Transcription Group, Inc., based in Cary, NC, sought a transcription software platform that would help the company improve workflow efficiency while enabling staff to continue providing unparalleled customer service.

“We wanted a web-based platform that would enable us to see where the company is at one time: what transcription is pending, what’s getting done, manage the flow of work, and keep track of our turnaround time,” said owner Cheri McDonald.

#### InfraWare Solution

Fisher Transcription implemented InfraWare’s 360 medical transcription platform with powerful automation features that save time and reduce administrative workload. The easy-to-use InfraWare platform includes flexible dictation options, transcription processing with built-in productivity tools, automated document delivery, and a management console to streamline administrative and quality assurance processes.

InfraWare’s fully automated workflow, reporting and delivery options mean that medical transcription service organizations (MTSOs) can spend less time completing repetitive, manual tasks and more time growing their businesses.

#### Results

“InfraWare definitely has saved us time so we can focus on what we do best, which is transcribing,” said Cheri. “In monthly billing, invoicing and payroll alone, InfraWare has saved us about forty hours of work each month compared to what we were doing before. It’s a huge time saver—I can actually take a vacation again.

“Our customers benefit from a wide variety of document delivery options, all of which include secure and confidential transfer with on-time delivery,” Cheri said. “InfraWare also empowers our customers by giving them more visibility into their reports.

“The biggest value for our company, though, is the ability to build our business,” she continued. “It’s helped us add several new accounts. Our customers have liked InfraWare so much, it has given them a lot of confidence in our company, and they have recommended us to other businesses.”