



Creating a collaborative environment to improve medical diagnostic equipment

Why Sysmex needed a modern collaboration environment

Sysmex was looking to streamline their existing processes, while creating a more collaborative environment for their people. Aging infrastructure and disparate technologies that differed from country to country were a hurdle for the global medical diagnostic manufacturer.

How collaboration drives efficiency

Creating a more collaborative environment for their people drove efficiency, allowing Sysmex to better serve the hospitals that rely on them for diagnostic equipment and instruments. Upgrading their email services meant more than just refreshing a system – it meant that their main channel for communication with clients would not experience down time.

What cloud-hosted email means for saving lives

Collaborative tools not only helped Sysmex streamline their processes, and drive efficiency, but it helped reduce costs. Their IT team spends less time maintaining and managing disparate email applications and can concentrate more on driving their business strategy.



'By leveraging technological innovations, we are constantly looking at ways to reshape our operations to ultimately improve our customers' experience.'

Simon Lam, Senior Manager, Information Technology, Sysmex Asia Pacific

Challenge

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Being able to support their customers across the Asia Pacific region is a huge driver behind Sysmex embarking on their digital transformation journey. Streamlining processes proved challenging, as they were very reliant on infrastructure and applications. Applications were also not standardized across the region, adding a level of complexity with management and refresh cycles.

The medical diagnostic manufacturer relies heavily on their email systems, as this is the main communication tool used with clients. Downtime on these systems would drastically affect the smooth running of their day-to-day operations, and their ability to effectively support hospitals across the region.

Their legacy applications did not nurture a collaborative environment and made working off-site challenging. Sysmex wanted to better support their people, giving them the tools that they need to better serve their customers.

Solution

How collaboration drives efficiency

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Implementing a solution that would enable collaboration had to be done with minimal business disruption. Sysmex relies on their email systems as the main channel of communication with their customers.

Office 365 Exchange Online was rolled out to each of their locations across the Asia Pacific region, without disrupting business. The new email solution is cloud hosted, allowing their people the freedom to work from anywhere, anytime. Office 365 gave Sysmex’s employees greater opportunity to collaborate, regardless of where they were in the region.

This improved ability to collaborate not only drove efficiency for the diagnostic instrument manufacturer but helped improve customer experience. As Exchange Online is cloud hosted, there is almost no downtime of their business-critical email services. Business uptime and stability is ensured, allowing Sysmex to better serve their customers and provide their life-saving diagnostic equipment.

Outcome

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Sysmex’s Singapore office has been serving the Asia Pacific region for 20 years. Their medical diagnostic instruments help save lives and are a vital tool to the hospitals that use them. The implementation of Office 365 across the countries that Sysmex has a presence in helped drive collaboration, and increased efficiency.

The medical diagnostic equipment manufacturer saw a significant decrease in their capital expenses – their cost per employee dropped by about 30%. As Exchange Online is cloud-hosted, their IT team spends less time troubleshooting issues and worrying about different refresh cycles.

This time and money saving means that Sysmex’s team is able to concentrate more on the things that matter, like creating better diagnostic instruments that save more lives.



Which technologies? • Microsoft Office 365

Which services? • Implementation and Integration Services

Which partners? • Microsoft