



Health Care

Offsite Print Management



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Challenge

A provincial government healthcare organization required a print services provider who was capable of producing and delivering complex promotional materials across the province, and who could build and maintain a secure, online ordering and billing system. The healthcare organization needed a partner to handle all of its promotional print materials including business cards, wide-format signage, banners, posters, organizational literature, and patient outreach materials. The organization had three different administrative locations and fourteen different clinics across the province, and required their service provider to securely deliver to these locations under tight deadlines.

Solution

Grenville proposed a solution that leveraged its extensive print production experience, its numerous, province-wide production facilities, its customized, secure Digital Storefront technology and its dedicated delivery fleet. Working in conjunction with the healthcare organization and our central production facility in Markham our dedicated Account Executive established an ordering, costing, proof & draft sharing, and delivery & logistics workflow that ensured all production requests were completed on demand and on time. Also, our IT Manager worked closely with the client to customize an online ordering and billing network that allowed for 24 hour ordering, and provided clients with cost and billing information in real time.

Results

The healthcare organization has come to depend upon Grenville for its production, its reliable service, and its secure delivery and billing infrastructure. In Grenville the organization has found a committed administrative partner, as our Account Executive and Production Team work closely with the client on a project to project basis to coordinate costs, proofs, and timelines. Indeed, Grenville's production team safely stores all of the client's proofs and completed projects, and our own in-house designer often generates materials for similar or repeat projects at the client's request, which saves both money and time. With our help the organization has been able to continue to put its best foot forward with its promotional materials while cutting its operations budget by outsourcing production and delivery.