



Case Study: North Texas Surgical Specialists

Leaders in robotic surgery save time, streamline processes, empower employees, and prepare for the future with RICOH Kintone plus

About our customer

For nearly 20 years, the award-winning surgeons at North Texas Surgical Specialists have helped patients get healthy and stay healthy by getting to know them and their stories. This elite team of surgeons has performed thousands of robotic and specialty surgeries, with a distinctive focus on minimally invasive procedures.



North Texas Surgical Specialists offer one of the most advanced robotic surgical systems in the country — the da Vinci — to perform accurate, precise procedures using imaging technology. Their experienced surgical teams treat many conditions like cancer, trauma, gastrointestinal disease, and more.

With over 6,400 surgeries performed, North Texas Surgical Specialists have helped over 20,000 patients.

Challenge

- Fast employee and patient growth
- Complicated and manual processes
- Difficulty with attendance tracking
- Limited reporting and analytics

The practice started five and a half years ago with three surgeons. Today, there are 25 surgeons on staff with five more onboarding this year. Their client list has grown to 23 hospitals — including several positions, different service lines, and a rotating team of surgeons. The upturn in clients combined with the amount of unstructured information being collected catalyzed the need for a new solution.

“The discovery and implementation phases were very successful. The team at Ricoh walked us through the entire process. We streamlined our workflows, can easily create reports and make better data-driven decisions. They partnered with us the whole way.”

— Rob San Miguel, COO,
North Texas Surgical Specialists

When North Texas Surgical Specialists began reviewing proposals, they wanted a partner that offered solutions to the problems facing the organization today, while building a bridge to address the challenges of the future. Ricoh met with the Chief Operating Officer, Rob San Miguel, to discuss solutions.

Rob had been using a spreadsheet system that the team was quickly outgrowing. Besides complicated workflows and inefficient systems, the organization was lacking the insight reporting needed to scale the business. Rob was interested in a platform that automated manual data entry tasks and streamlined workflows to facilitate operations.

He was also looking for a solution that empowered his staff. From saving time to making their jobs easier, Rob was focused first and foremost on helping his employees do the work that really matters—helping their patients.

Solution

- **Implemented RICOH Kintone plus**
- **Simplified and automated inbound data**
- **Connected data to enable reporting and insights**
- **Automated tasks to empower employees**

With so much information coming into the business from different sources, centralizing and organizing it was a top priority. Incorporating the feedback, the Ricoh team implemented a RICOH Kintone plus cloud-based solution that simplified and automated workflows and data entry across various business units.

The Ricoh solution not only integrated their systems but enabled them to connect that data to gain better insights and reporting. It also solved another ongoing challenge—a complicated time entry system that wasn't integrated into the existing data model, making attendance tracking difficult.

Most importantly, RICOH Kintone plus helped employees save valuable time and energy to rededicate to patients.

Results

- **50% time savings with automated processes**
- **Optimized attendance system**
- **Fast, easy reporting**
- **Capacity to scale for future growth**

After training the model with approximately 50,000 coding decisions made by the firm's legal team, After only a few months, the RICOH Kintone plus solution empowered the workforce of North Texas Surgical Specialists with an all-in-one workflow management platform that organizes data, streamlines workflows, and enhances collaboration. The staff are also able to spend more time and energy taking care of their patients.

With a modern cloud-based platform, they are also poised for the future. Now that the value of the data is visible, the team is looking forward to extrapolating and connecting that data to make impactful decisions. The hope is to build on the platform so that North Texas Surgical Specialists can continually enhance business operations while continuing to raise the standard of care.

“Using RICOH Kintone Plus has already afforded us a 50% time savings in data entry, allowing me to focus on the business instead of *in* the business. Plus, it has the capacity to support our growth moving forward.”

– Rob San Miguel, COO, North Texas Surgical Specialists



Ready to redefine work? [Start your free trial here](#). Get a complimentary product demonstration with a RICOH Kintone plus expert when you sign up today.

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