



# IDT

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**Non-profit/Association**

## **IDT and Stellent Enable College of American Pathologists to Create Single Point of Access to Information by Integrating Imaging with Key Line of Business Systems**



With nearly 16,000 members, the College of American Pathologists (CAP), the principal organization of board-certified pathologists, serves and represents the interest of patients, pathologists, and the public by fostering excellence in the practice of pathology and laboratory medicine.

In addition to providing knowledge, tools and resources to help pathologists in their day-to-day practice, the CAP offers programs designed to improve the quality of laboratory medicine. These include the CAP Laboratory Proficiency Testing and Educational Anatomic Pathology Programs, the Laboratory Accreditation Program—which recognizes laboratories that meet the highest standards in clinical services and reliability in test results, and the Laboratory Management Index Program—used to collect data on laboratory performance allowing labs to analyze and compare their performance and set goals for future improvement.

Since 2000, the CAP has utilized a content management solution from IDT to manage the endless flow of documents related to their various member groups. Examples include: proficiency testing result forms, proficiency testing order forms, laboratory accreditation forms and educational responses.

After evaluating several content management systems, the CAP selected IDT and the IDT Stellent Imaging and Business Process Management (IBPM) Pilot Pack™ because of IDT's rapid implementation methodology, and the solution's advanced web client, Distributed Software Management System (DSMS), and its line of business integration capabilities. The IDT Pilot Pack solution – a pre-engineered solution that included all the hardware, software, services, and training needed to get their content management initiative up and running – is now crucial to the CAP's business, as it manages all content that is critical to their customer base.

In late 2002, the CAP approached IDT for assistance in furthering their vision of improving process efficiency, customer service and access to information among the CAP's line-of-business users. In order to meet these objectives, IDT - in conjunction with Stellent Solution Services – delivered a solution that seamlessly integrates the Stellent IBPM piece of their Content Management system with two of the CAP's key line of business systems.

"Investing in IDT's Pilot Pack solution, Stellent IBPM, and the new integration pieces has been crucial in helping the CAP share critical business information with each other and our customers quicker and easier than ever before."

- Erich Walter  
Project Manager of  
Surveys & Support  
*College of American Pathologists*

Completing the line of business system integration was truly a team effort consisting of IDT's business analyst & project management team and software developers, Stellent

Solution Services, and the CAP's own PowerBuilder and Oracle developers. This team worked together to deliver a powerful integrated solution on time and within budget.

The team image-enabled several key screens within their PowerBuilder 6.5.1 and Oracle Financials 11.0.3 applications by adding customized icons. Now, by simply clicking these icons, users can launch the Stellent application and retrieve content by utilizing the data from Oracle and PowerBuilder. This integration allows users to easily search and retrieve content stored in Stellent IBPM from a centralized location – eliminating the need to go between multiple applications. CAP employees can now utilize the familiar interface in their main line of business system to access all of the content they need. This in turn saves time and effort and translates to an increased level of customer service.

Future enhancements may include a custom web site that is integrated with the Content Management system so College members can access information on their own.

The entire process of accessing stored content has become streamlined and efficient – something that is crucial in this service-focused organization. Erich Walter, Project Manager of Surveys & Support at the College of American Pathologists says: "In the non-profit world, our ROI is realized through improvements in the service we are able to provide our members. We know how much money we have coming into the organization each year. The key is ensuring we are using that money the best way possible. Investing in IDT, Stellent and the new integration pieces has been a great way to help us get information to each other and our customers quicker and easier than ever before. IDT and Stellent's forward-thinking, integration expertise, rapid deployment, thorough training efforts, and commitment to helping the CAP discover new ways to leverage their existing technology investments to connect information across the enterprise have placed us on the cutting edge of technology and has significantly improved services to our nearly 16,000 global customers."

Walter also notes that the CAP is now running several pieces of software serving different purposes throughout the organization, and this is the first time a line of business integration has gone so smoothly and has been so seamless. This can be contributed, in a large degree, to the teamwork between IDT, Stellent, and CAP. Stellent also recognized the team effort in implementing the solution as IDT and the CAP were honored with the Stellent Success Driver "Uniting for Success" Award presented in 2004 in Broadmoor, Colorado.

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**The College of American Pathologists** (<http://www.cap.org>) is a not-for-profit medical society serving nearly 16,000 physician members and the laboratory community throughout the world. It is the world's largest association composed exclusively of pathologists and is widely considered the leader in laboratory quality assurance. The CAP is an advocate for high quality and cost-effective patient care.

**IDT, Inc.** ([www.idt-inc.com](http://www.idt-inc.com)) helps mid-market firms achieve maximum efficiency through document imaging, workflow automation, ERP, CRM and line-of-business solutions. From pre-engineered IDT Pilot Packs<sup>TM</sup> that ensure quick return-on-investment, to phased and flexible integration of industry leading software applications, IDT places the power of scalable systems at the client's fingertips. Since 1992, IDT has provided a single-source knowledge base for system design, integration, customization and long-term support.