

Relyco® Customer Story: Dialysis Clinic, Inc.



“Relyco provides exceptional customer service. In fact, I always learn from Relyco that our supply of envelopes is running low before I hear from my own payroll team. Relyco consistently works to be sure we have what we need when we need it. The benefit of having the right envelope for the job is obvious, but a commitment to service is what makes Relyco so wonderful to work with.”

Sondra Payne

Office Manager/Corporate Accountant
Dialysis Clinic, Inc

AT A GLANCE

CUSTOMER:

Dialysis Clinic, Inc.

INDUSTRY:

Healthcare

RELYCO PRODUCTS

Envelopes

WEBSITE

www.dciinc.org

Challenging Problem Leads to Relyco Solution—and a Long-term Partnership

Founded in April 1971 with the opening of its first clinic in Nashville, Tenn., Dialysis Clinic, Inc. (DCI) today operates more than 210 dialysis clinics in 27 states.

The only leading dialysis provider to remain under its own control since its founding, the non-profit DCI serves 13,000 patients annually. The healthcare provider has more than 5,000 employees.

In 2006, DCI decided to centralize and streamline its payroll functions and moved all payroll operations in-house. To coincide with this transition, DCI invested in new payroll software and a new folder inserter.

Checks had been designed to meet corporate standards and the system had been programmed to align with all requirements, but when DCI began production for the first new payroll run, the company discovered that the envelopes they had used in the past were the wrong configuration for the new system. Because the new system generated checks with mailing addresses on the bottom, it required bottom or reverse flap envelopes rather than traditional envelopes. “Our staff hand stuffed 5,000 envelopes to complete the first run of our new in-house payroll system,” explains Sondra Payne, office manager/corporate accountant at DCI’s corporate headquarters. “We were in a difficult position. We could redesign our new checks, invest in a different folder inserter, or find a vendor who could provide the type of envelope we needed. That was the most logical and cost-effective option.”

The vendor who sold DCI the new folder inserter had experience with Relyco and recommended that Payne contact the company. “It was surprisingly difficult to find a vendor who offered reverse flap envelopes, but Relyco had the exact envelope we needed,” Payne continues. “Relyco solved what was a real problem for us, saving us valuable time and conserving our limited resources.”

If the availability of a specific envelope was what directed DCI to Relyco originally, Relyco’s high level of service is what keeps the healthcare provider a satisfied customer. “Relyco provides exceptional customer service,” Payne concludes. “In fact, I always learn from Relyco that our supply of envelopes is running low before I hear from my own payroll team. Relyco consistently works to be sure we have what we need when we need it. The benefit of having the right envelope for the job is obvious, but a commitment to service is what makes Relyco so wonderful to work with.”

For More Information

Relyco is a global provider of value-added printed materials, business equipment and check printing software. As a leading provider of laser and digital applications, Relyco is an innovator in fraud prevention strategies and new forms technologies.

To learn more about Relyco products and services, call 1-800-777-7359, email info@relyco.com, or visit us on the web at www.relyco.com

