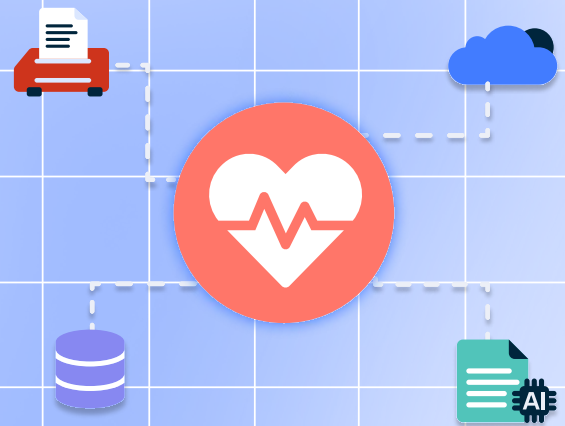


From an OnBase Admin Gap to Always On Support

Regional Iowa Hospital




A 220 bed nonprofit hospital in Iowa relies on OnBase integrated with Epic to manage content across departments. When its OnBase administrator transitioned roles, the organization faced a critical support gap that threatened system stability, Epic interoperability, and future development.



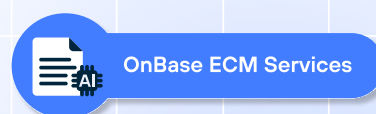
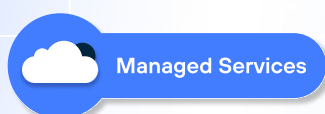
Overview

A regional nonprofit hospital in central Iowa depends on OnBase integrated with Epic to manage content across departments. When the internal OnBase administrator transitioned roles, the hospital faced a critical support gap that threatened system stability and data flow into Epic. DataBank embedded a two person OnBase team to run daily operations, strengthen interoperability, and build repeatable workflows that support AP, HR, and HIM without disrupting patient care.

Challenges

-  **Loss of OnBase Admin** – A key role change left a gap in system support and development
-  **Risk to Epic Integration** – The OnBase Epic connection required ongoing monitoring to ensure data integrity
-  **Stalled Innovation** – Without technical leadership, new solutions for AP, HR, and HIM were delayed

Solutions



Implementation



Key Takeaways

Stabilized systems, improved Epic connectivity, accelerated workflow automation, and created a repeatable model for modernization.



Expert Gap Filled

Close expertise gaps quickly with embedded OnBase administrators



Clinical Operations Secured

Protect clinical operations by hardening the OnBase-Epic connection



Workflow Efficiency Boosted

Unlock backlog capacity for AP/HR/HIM with standardized workflows



Sustainable Model Built

Created a repeatable model for ongoing enhancements without disrupting care

Results



Upgrade to OnBase EP5 to broaden system integration and expand contract management capabilities



Extend standardized workflows across more service lines and departments.



Continue managed services to sustain reliability while prioritizing patient-care initiatives.

More About DataBank

DataBank is a trusted provider of data, document, and automation solutions for organizations with complex information environments. For more than 30 years, we have helped enterprises securely manage, process, and activate high value information at scale.

Today, DataBank offers a flexible portfolio of solutions and services designed to meet clients where they are, whether they are modernizing legacy repositories, automating document heavy processes, or building a stronger foundation for analytics and AI. We help organizations turn information into a strategic asset by improving accessibility, governance, and usability so teams can act on trusted data faster and with less effort.

We combine proven operational expertise with modern AI, automation, and cloud technologies to help clients reduce manual work, improve data quality, and accelerate decision making without disrupting existing systems. From strategy through execution, DataBank is an end to end partner built to deliver measurable outcomes in even the most complex environments.