

Freddy Irawan, KKH, Telecommunications  
Mohamad Taha Bin Rahmat, KKH, OSS  
Daniel Tang, KKH, OSS

# Sustainable Switch In Mainline Call Centre: From Paper to Digital

## Introduction

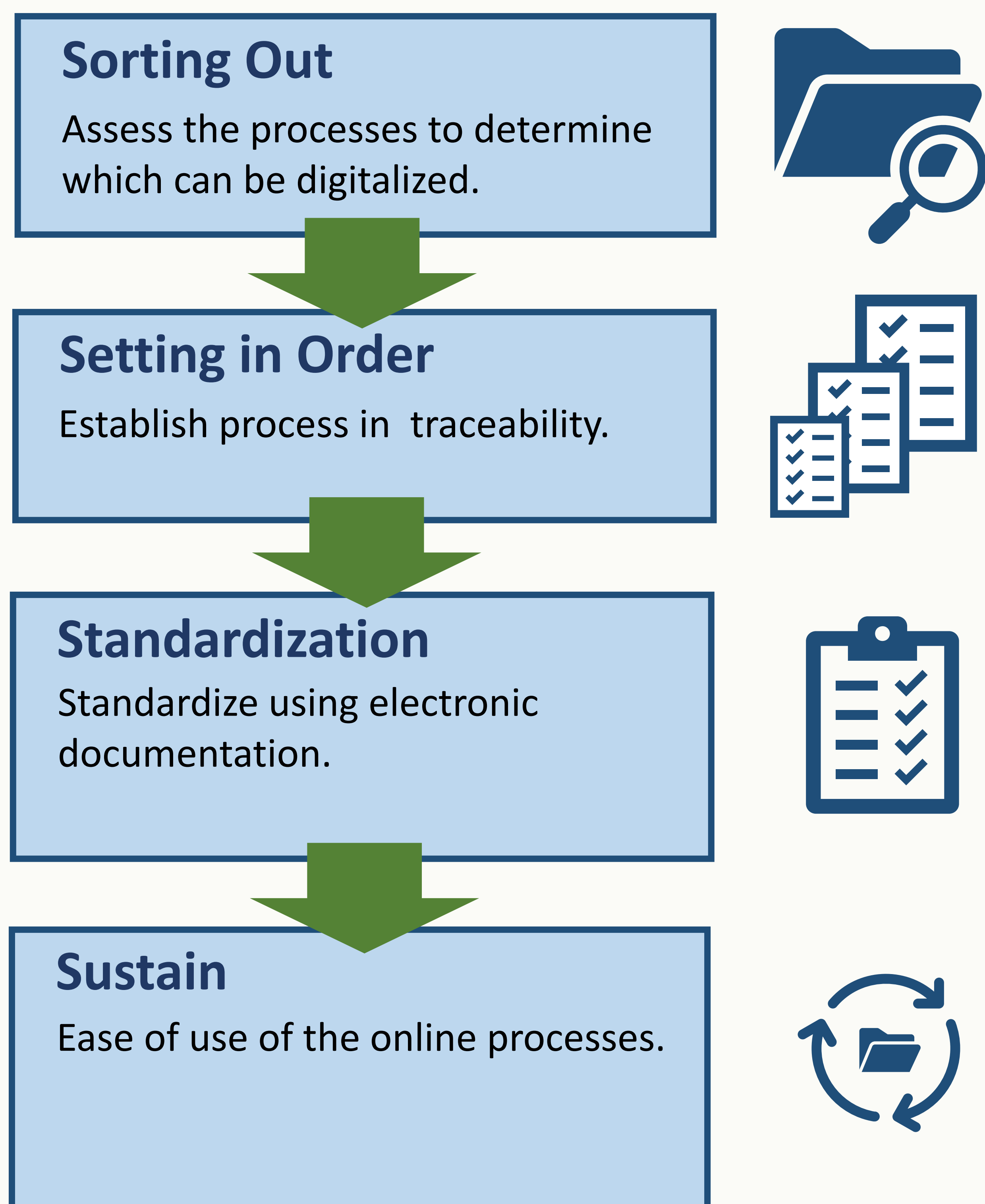
To enhance efficiency and promote sustainability, the mainline Call Centre is transiting from paper-based processes to digitalization using online forms. This initiative enables a greener and eco-conscious workplace, to align to the hospital's sustainable development goals.

## Objectives

Through the digitalization process, we aim to:

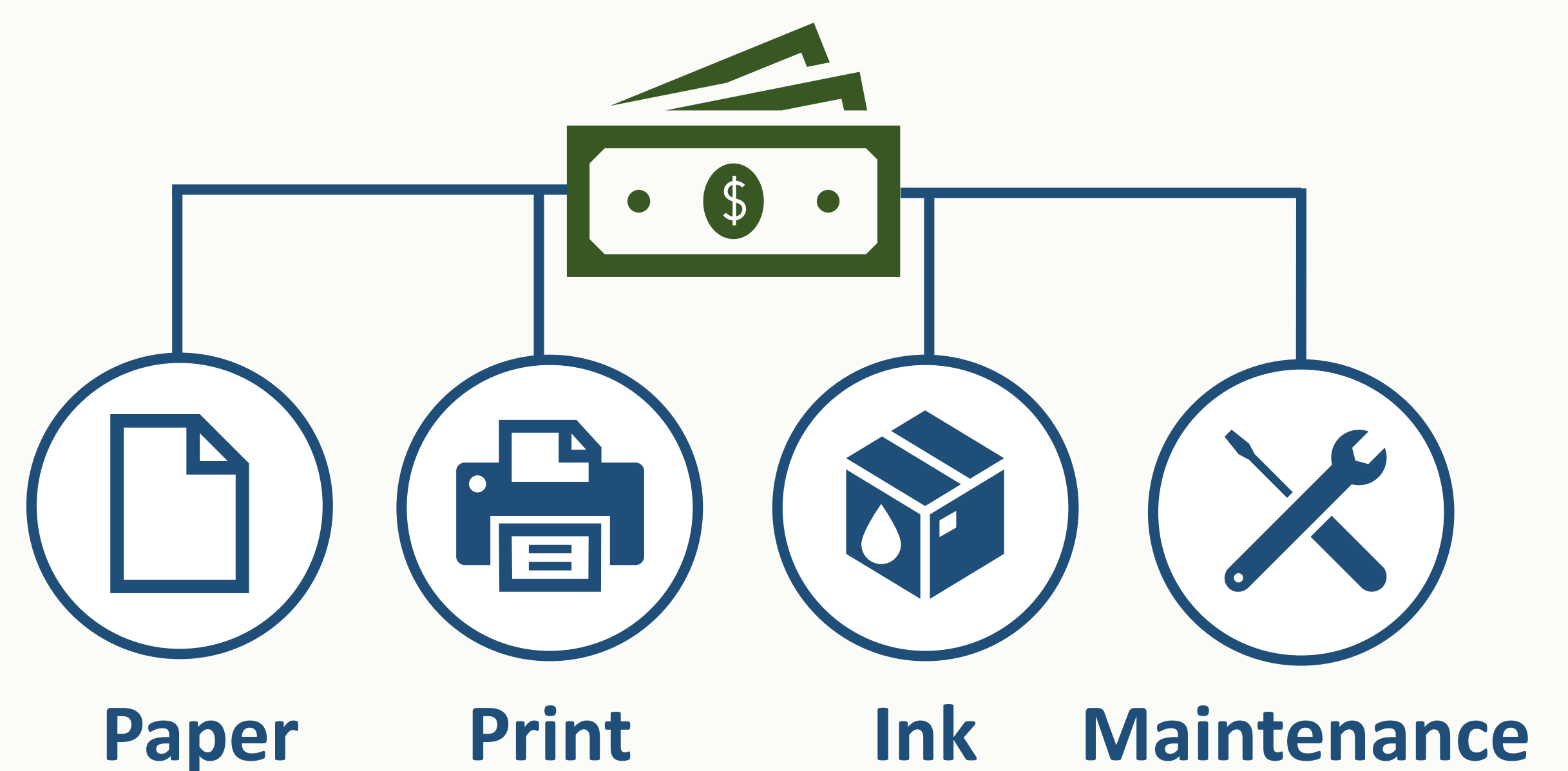
- **Reduce Paper Consumption** in mainline Call Centre operations, thereby reducing environmental impact of carbon emissions associated with paper printing.
- **Minimize waste generated** from paper forms, printing and disposals

## Methodology

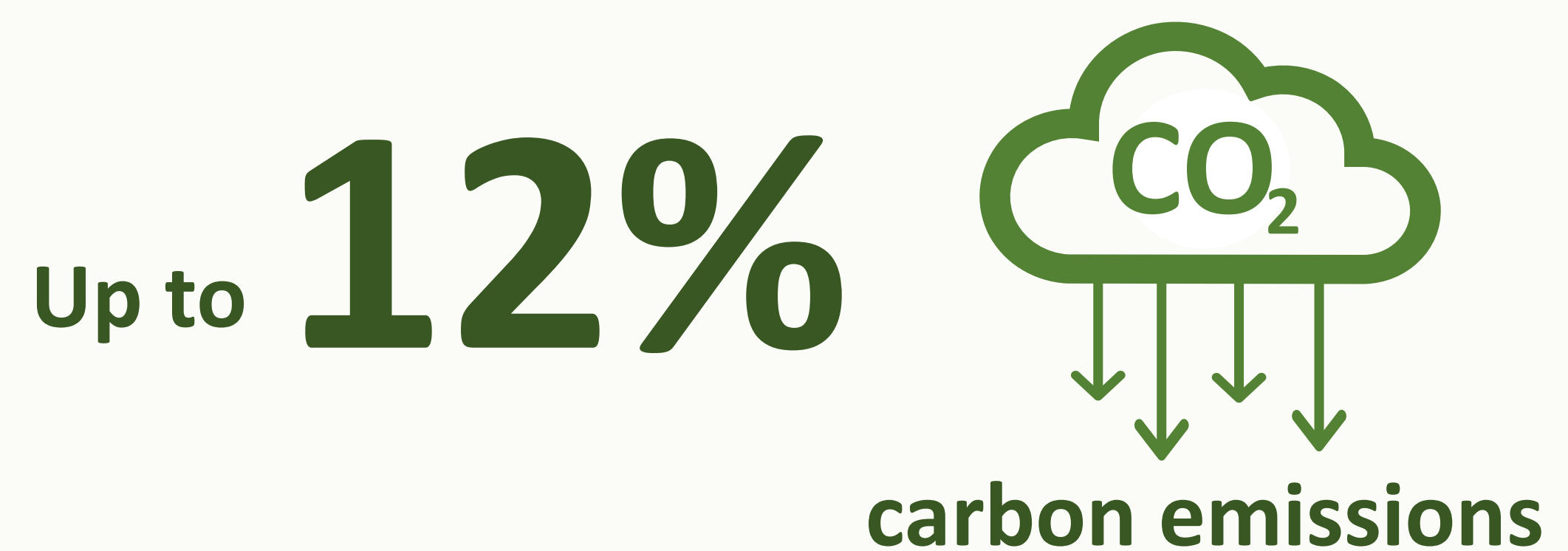


## Results

Digitalization saved the costs on



Contributes to reduce



Reference: World Economic Forum (WEF)

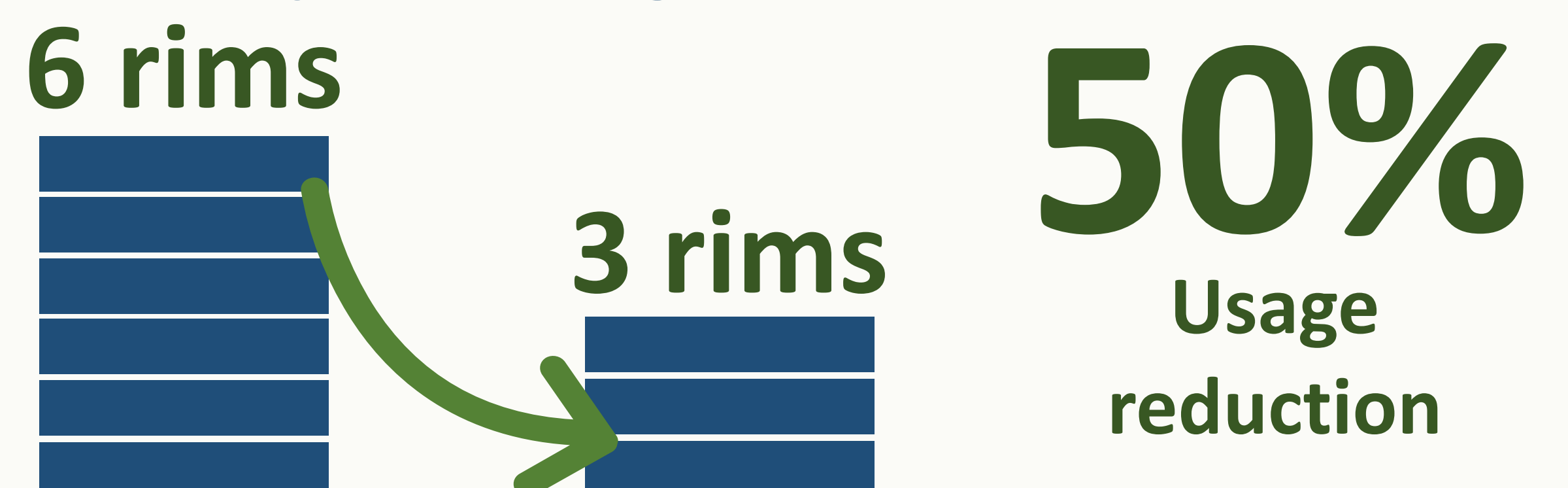
Lower printing costs



Ink cartridge usage extended



Reduce Paper Wastage



## Conclusion

The substantial reduction in paper usage and printing has led to significant cost savings at the mainline Call Centre. This savings not only reduce printing and paper expenses but also create an opportunity to relocate resources to other critical areas of operation.