



Imaging and Printing Solution Spotlight

Total Print Management

Client: World-Renown Healthcare Delivery System
Location: Northeast Ohio

Business Need

An aging printer fleet, poor workflow process and high cost of output prompted this organization to find a partner to manage its enterprise imaging and printing environments. The customer's staff was unable to complete tasks efficiently due to outdated technology such as single function printers, analog copiers and a lack of digital fax sending capabilities. Their primary goal was to significantly reduce costs, improve efficiencies and mitigate risk, enabling doctors and staff members to better focus on its core business of providing world-class healthcare services. MCPc was selected for its ability to develop a flexible, scalable printer management system that met the customer's needs and objectives as well as provide analytics to identify specific imaging and printing infrastructure challenges.

Solution

Through its sophisticated Fleet Management Software, MCPc assessed the organization's current state which consisted of 75 equipment models from 12 different manufacturers each requiring its own supply inventories, training and maintenance requirements. With more than 25,000 staff members, printer maintenance was labor-intensive, error-prone and extremely costly.

A comprehensive printer management system was implemented which integrated software, hardware, service and supplies. A refresh project began replacing about 25 percent of the organization's total printer fleet and over the course of 45 days, 830 printers across 38 locations were replaced with new units. Old devices were taken back to an MCPc warehouse where they were repaired and returned to the manufacturer to fulfill their end-of-lease agreement.

MCPc also wrote and implemented a custom driver vending service which allows end users to select a printer in their area and install drivers to their PC. With this software, if employees leave their regular office location, they can choose and print to a new printer easily. Previously, employees would print to their standard printer even from different locations resulting in wasted paper, patient privacy risks and user frustration.

Results

Cost savings to the customer exceeded seven figures. Employees are pleased with the improved workflow and ease of operation. Document handling is efficient and secure, and meets all industry requirements. The burden on internal IT staff has been reduced, allowing time to focus on more strategic initiatives.

Monthly meetings to review print outputs and analytics provide the customer with current data about their printer fleet. MCPc uses this information to swap out overused printers with underused units, extending device life by an average of 18 months simply through proactive monitoring and fleet management.

Initially, a goal was put in place to keep printers up and running 99.5 percent of the time and MCPc is exceeding this goal each month. MCPc continues to manage this 2,200-printer fleet, with eight on-site technicians assisting the customer on a full-time, ongoing basis. If your business is looking for a total print management partner, MCPc is available to discuss your needs and develop a solution to reach your business objectives.



Highlights

Aging single function printers, analog copiers and the lack of digital fax sending capabilities resulted in increased costs and staff dissatisfaction. MCPc developed a custom print management system that analyzes the fleet, identifies issues and provides metrics to improve workflows, enabling doctors and staff members to better focus on providing world class healthcare services.

Benefits

- Customers cost savings have exceeded seven figures
- Improved workflow and ease of operation have significantly improved end-user satisfaction and productivity
- On-site MCPc technicians provide ongoing printer maintenance, resulting in 99.5 percent uptime each month
- Efficient and secure document handling meets industry standards and ensures patient confidentiality


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