



Imaging and Printing Solution Spotlight

Total Print Management

Client: 60-Bed Regional Hospital

Location: Kentucky

Business Need

This medical center had a fleet of legacy printers that was nearing the end of its lease term. A standardized fleet of multi-function devices was desired to decrease the current cost-per-page numbers.

The new printer fleet would have to be compatible with the center's electronic medical records system and automated form printing program.

In addition to a complete fleet refresh, this customer was looking for a partner to manage their print environment from top to bottom including onsite service and supply ordering and replenishment.

Solution

MCPc met with the customer to discuss their current print environment, what they hoped to achieve by upgrading the fleet and their requirements for a managed print services program. We eventually deployed a printer fleet consisting of more than 30 Hewlett Packard multi-function units. By using HP, MCPc was able to offer a comprehensive, efficient solution with a competitive cost per page.

MCPc coordinated a Proof of Concept to demonstrate the proper functioning of the forms printing solution on the new fleet. This included the installation of a sample device and coordination with the forms software vendor, electronic medical records vendor and the printer hardware manufacturer.

A competitive 4-year leasing solution was formulated that included the necessary hardware and software. This agreement was drawn up to provide a lower operational cost for their monthly cost-per-page budget. We eased the transition between fleets by incorporating some of the legacy devices into the client's new printer fleet while managing the trade-in process for the rest of the old, out-of-lease equipment — adding up to \$21, 000 towards new hardware. And we executed a data wipe of the old printers in compliance with HIPAA regulations.

As part of the Total Print Management solution, MCPc also provides single monthly invoices and scorecards, onsite service and automated toner ordering.

Results

The standardized fleet increased end-user satisfaction due to a universal interface across all devices. Upgrading to multi-function printers also allows staff members to use one device for printing, copying, scanning and faxing, which improved their operational efficiency.



Highlights

The medical center client was coming to the end of its multi-function device contract with its incumbent vendor, and MCPc was awarded the new contract to refresh the fleet. They desired standardized multi-function printers that were compatible with their electronic medical records system. MCPc refreshed the entire fleet with more than 30 HP multi-function units. Additionally, the client was previously using two vendors — a copier dealer for its copier fleet and a VAR (value-added reseller) for its printers. They decided to streamline their printing operations by making MCPc their exclusive source. MCPc now manages their entire legacy printer environment.



Printer toner levels are proactively monitored and replacement supplies are ordered automatically, eliminating the need for on-hand inventory. Printer management software alerts onsite service technicians in real time of any issue that requires immediate maintenance, increasing equipment uptime and reliability.

MCPc continues to meet with the customer monthly to review and discuss the current printer environment. Scorecards — including charts, graphs and tables — are reviewed to seek improvements, positive trends, inconsistencies and potential issues. MCPc then works with the customer on maximizing printing capacity to continuously cut costs.

If your organization needs to assess and refresh its printer fleet, MCPc can develop a Total Print Management program and refresh project plan to fit your specific requirements.

Benefits

- Multi-function printers are fully integrated with email and forms software.
- A universal interface for each device increases end-user ease-of-use and satisfaction.
- Staff members can now use one device for all of their printing, copying, scanning and faxing needs.
- Staff no longer has to manage their toner inventory since consumables management is included in MCPc's total service.
- Printer management software alerts onsite service technicians of any issue that requires immediate maintenance, increasing uptime and reliability.
- Performance scorecards are reviewed monthly to seek improvements, positive trends, inconsistencies and potential issues.
- Utilizing one provider simplified the administration of the client's print environment.



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800.777.7178