

Enterprise network unifies printing environment at University Hospitals

Centrally managed single & multi-function devices streamline workflows, slash costs



University Hospitals

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– Michael Kelly, deputy chief information officer, Information Technology & Solutions, University Hospitals

HP customer case study: HP Managed Print Services solution upgrades printing and imaging infrastructure at University Hospitals
Industry: Healthcare

Objective:

Replace aging, disparate print infrastructure plagued by high cost and customer dissatisfaction.

Approach:

Deploy new fleet of networked HP single and multi-function printers and new digital sending capabilities supported by customized array of outsourcing services.

IT improvements:

- Replace aging single function printers.
- Replace analog copiers with networked multi-function printers.
- Integrate multi-function printers into clinical/business applications.
- Reduce fax traffic with advanced digital sending capabilities.
- Provide fast, reliable, cost-effective printing with advanced finishing features.

Business benefits:

- Cut costs.
- Optimize workflows.
- Improve efficiencies.
- Mitigate risk.
- Enable focus on core business.



Executives at University Hospitals health system in Ohio took a close look at their company’s printing infrastructure recently and saw a clear opportunity: cut costs and improve workflows with digital network technology. Seeking a partner to manage their enterprise imaging and printing environments, they turned to HP.

UH is a Cleveland-based healthcare delivery system that serves patients at 150 different hospital, clinic and physician-office locations throughout northern Ohio. Efficient document handling is critical to the organization’s patient-care mission. However, an out-of-date and discordant equipment fleet had rendered UH document processes expensive and inefficient.

“Our print infrastructure was aging, it was disparate, and it was plagued by high costs and low customer satisfaction, says Michael Kelly, University Hospitals’ deputy chief information officer. “We had to find some way to improve.”

Customer solution at a glance

Primary applications

Enterprise-wide printing and imaging

Primary hardware

- HP LaserJet Printers & MFPs
- HP Print Server Appliance

Primary software

- HP Web Jetadmin

HP Services

- HP Managed Print Services

Analyzing the problem

University Hospitals' first step was to assess its current state of affairs. With the assistance of HP in conducting a print assessment, the healthcare system learned it was using more than 78 equipment models from 12 different manufacturers—each model demanding its own supply inventories, training procedures and maintenance requirements. Meanwhile, hospital personnel—UH employs approximately 25,000 doctors and other staff—were wasting precious time waiting for documents to print and then walking the material to its proper destination. The system-wide cost of operating this way was an estimated \$6.2 million a year. Add another \$1.8 million for copy functions, and UH's total print and copy costs leapt to \$8 million a year.

"In our industry, workflow is key," Kelly says. "Our old workflow was labor-intensive, slow, error-prone and expensive."

A streamlined solution

Today University Hospitals enjoys efficient workflows supported by a coherent and scalable printing infrastructure. The HP solution includes several key elements:

HP's Managed Print Services solution— integrating software, hardware and imaging devices, services and supplies— unifies the hospital system's print environment while optimizing performance and slashing costs. Gone is the fragmented collection of deteriorating equipment. Gone is fax-traffic gridlock. Today HP single function and devices integrate seamlessly with the UH network to provide fast, high-quality printing, copying, scanning and finishing. HP Web Jetadmin software is used to remotely install, configure and manage a wide variety of HP and non-HP network peripherals. An HP Print Server Appliance provides scalable, state-of-the-art management of print spooling, drives, queues and network traffic.

Complementing the printing infrastructure, HP Managed Print Services provides a customized array of outsourcing services— from data analysis to equipment repair— that address University Hospitals' unique IT challenges. To

UH, that means simplified operations, reduced risk and a greater ability to focus on its core business.

Efficient workflows, lower costs

The benefits to University Hospitals started accruing immediately. Workflows quickly grew more efficient. The IT staff saw an enormous burden lifted off its shoulders. And employees throughout the healthcare system were delighted with the new ease of operations. Kelly explains, "HP Managed Print Services is helping our organization's print infrastructure run more efficiently than it ever has before."

In addition to operational improvements, UH is reaping substantial financial benefits. Through its partnership with HP, the hospital system stands to save an estimated \$1 million a year in printing and imaging costs.

A strategic relationship

Kelly says HP is more than a solution provider; it's a strategic partner. HP is on the job every day, making sure operations run smoothly. Every quarter, HP executives report on printer usage data and cost distribution, in a continuing drive to optimize usage. And always, HP remains alert to emerging possibilities for solutions that support the hospital system's vision and growth strategies.

"This is an ongoing relationship," Kelly says. "This is not a one-time sale. HP takes the time to listen to us and where we're going, and keeps us abreast of new solutions that can impact our business."

Beyond the print management relationship, HP has become the healthcare company's premier provider of personal computing systems. In addition, HP is upgrading UH servers with the ProLiant family of servers and providing 14 terabytes of mission-critical storage capabilities with an HP StorageWorks Disk Array system.

"Partnering with HP has brought us fast, reliable, cost-effective printing," Kelly says. "That's critically important to our end users, whose main mission is at the bedside caring for our patients."

To learn more, visit www.hp.com

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