

# MPS Case Study | Healthcare Industry

## Document Control



# Optimized Document Control Results in 25% Print Hardware Reduction



## MPS Client

For the past 160 years, Providence Healthcare, located at Warden and St. Clair Avenues, has been a leader in providing rehabilitation, palliative care, long-term care and community programs in Toronto, helping more than 5,000 people through its innovative approaches each year. In addition, Providence also offers palliative care, a long-term care home to 288 residents and an Adult Day Program for people who live in the community with moderate to severe dementia.

Both Providence Healthcare's Mission and its facilities have evolved throughout the years in a sprawling campus of new and old buildings on multiple levels interconnected by tunnels and pathways. Both the age of the campus and its physical layout present a number of challenges for IT infrastructure to be configured, installed and supported.



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## MPS Business Challenge

Configuring the IT infrastructure with the aim of improving patient care and accessibility for healthcare workers is a big undertaking, while doing so in older buildings involves its own unique set of challenges. In addition to network infrastructure challenges, printing, copying and faxing falls within this realm.

Evolving over a number of years, the printing environment had grown to more than 150 networked and locally connected print devices made up of multiple manufacturers, models, drivers, supplies and support methods.

Additionally, the pressure of new government healthcare mandates for security compliance that safeguards patient confidentiality and a mandate for more stringent cost controls and departmental cost center reporting created a compelling case for tackling an environment without a centralized strategy for a long time.

Given the current physical infrastructure and aging equipment, without the right plan, the simple answer would have been to upgrade the existing devices on a one for one basis at significant capital expenditure. The business challenge was how to deliver a standardized printing and imaging platform across the infrastructure that would:

- Address the needs of the users with a balanced deployment of technology
- Meet budgetary restrictions
- Utilize best in breed technology

The ultimate goal was to enable Providence to increase efficiency and document security, decrease waste and provide visibility and reporting for ongoing management and cost control.



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## MPS Solution and Execution

In 2015, Providence engaged SmartPrint, asking their consultants to:

- 1) Help them build an overall print strategy
- 2) Design an infrastructure that would address their concerns around patient privacy compliance, cost control, workflow, productivity, and overall device reduction, all under the umbrella of a ongoing managed print services offering.

SmartPrint's Healthcare Vertical Expert leading the project was tasked with developing a plan and leading the team to meet these departmental and organizational objectives. In order to achieve these objectives, the SmartPrint project team would have to understand each department's individual requirements for printing and imaging, user workflows and physical location challenges. The team would also need to recommend the right hardware technology partner with a scalable platform that could easily integrate with independent, leading-edge software solutions.

Introducing a [FollowMe security printing solution](#) would allow staff to print to a centralized single print queue and release print jobs at any enabled print device by simply tapping their existing security/proximity badges. The FollowMe secure print solution played an instrumental role in building out the print strategy. SmartPrint was able to strategically deploy multi-function and single function print devices, both new and existing while reducing the number of device models by 50% and the overall device count by 25%.

Another key security benefit is that the print devices are fully locked down since users are required to authenticate by tapping their security badge which unlocks the scan workflow, copy and fax options.

With this integration of the devices and active directory, the hospital now has the platform in place to serve up custom scanning workflows to departments and/or each specific user, supporting future efficiency initiatives that will further reduce the use of paper and improve processing time. As each user is assigned to a specific cost center in active directory, monthly cost center reporting and chargeback is simplified for financial control and reporting.



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## MPS Outcome and Results

After an in-depth assessment including departmental reviews, site visits, mapping, and several reworks based on executive input, this Healthcare Facility implemented SmartPrint's recommended managed print solution across its campus. This resulted in them having a single partner to manage their print infrastructure hardware, software solutions, print servers, services and supplies management. This all-encompassing service has dramatically simplified the management of the printing infrastructure and given back significant time to the hospital's IT organization moving forward.

### Key benefits of the managed print solution include:

- ✓ 50% reduction in hardware makes & models
- ✓ 25% reduction in hardware
- ✓ 10% reduction in printing
- ✓ 18% reduction in monthly printing costs, inclusive of new hardware & software
- ✓ Improved patient record confidentiality via security print release
- ✓ Print server management saving significant IT time
- ✓ Removal of high cost personal printers
- ✓ In-depth print and imaging reporting capabilities
- ✓ Simplified, accurate billing by department enabling cost center allocation for finance



[To find out more about how managed print services can help your organization, download The Essential Guide to Managed Print Services.](#)

