

MPS Case Study | Healthcare Industry

Document Control



Optimized Document Control Results in 45% Print Hardware Reduction



MPS Client

The development of the new Oakville hospital facility involved the construction of approximately 1.5 million square feet on a 50-acre green-field parcel of land in Oakville, Ontario at Third Line and Dundas. The facility would have the capacity for 457 beds and would include three main sections:

- a 5-storey section for complex continuing care and rehabilitation
- a 10-storey in-patient tower section containing patient bedrooms, operating theatres, as well as pre and post-operative support functions
- a 4-storey therapeutic and diagnostic imaging section that houses emergency care, diagnostic imaging, ambulatory clinics, maternal/child services, adult mental health and a penthouse.

The hospital would be equipped with a state-of-the-art IT infrastructure that changes the way information is secured, accessed and shared.



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MPS Business Challenge

Building the IT infrastructure with the aim of improving patient care for a new hospital is a massive undertaking that involves its own unique set of challenges and opportunities. The basic, yet necessary, task of printing falls within this realm.

Halton Healthcare's (now the new Oakville hospital facility) printing environment had more than 350 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 the complexity of moving to a much larger space, made meeting organizational printing needs a tall order to fulfill.

Without architecting the right solution, the only logical answer would have been to add a significant amount of printing devices to meet each department's needs. The business challenge was how to deliver a standardized printing and imaging platform across the infrastructure that would:

- support the user needs with a balanced deployment of technology
- meet budgetary requirements
- utilize the right technology

All to support enabling the hospital to leverage solutions that would increase efficiency and document security, and decrease waste and power consumption.



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MPS Solution and Execution

In mid-2014, Halton Healthcare engaged SmartPrint and asked their experts to:

- 1) Help them build out a print strategy
- 2) Design an environment that would address their concerns around security, cost containment, workflow, productivity, and fax and device reduction, all under the umbrella of a managed print services offering.

The SmartPrint 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 first have to understand each department's individual requirements for printing and imaging, user workflows and new floor space at the new location. 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 throughout the hospital, thereby reducing the hospital's originally projected hardware requirements by 45%.

SmartPrint was also able to integrate a fax over IP solution on the same technology platform, which eliminated the need to use costly analog lines that had already been removed as part of the overall IT infrastructure overhaul. With the right hardware platform and the FollowMe secure printing solution in place, the hospital now had document control. This solution would reduce overall printing by approximately 10% for the healthcare vertical by eliminating wasted print jobs.

There would no longer be the need for paper recycling bins beside each print device for unclaimed print jobs; this contributes to the protection of patient records. Now, print jobs can only be released by authorized personnel with a security badge so private documents would no longer sit and be exposed in print output trays or in recycling bins.



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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.

MPS Outcome and Results

After a year of departmental reviews, site visits, mapping, and proof-of-concept hardware and software testing, the new Oakville hospital implemented SmartPrint's recommended managed print solution across the hospital. This has enabled the hospital to just have one partner to manage the print infrastructure hardware, software solutions, pro-active on-site maintenance, services and supplies management, which 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:

- ✓ 45% reduction in hardware requirements
- ✓ 10% reduction in printing
- ✓ Improved patient record security via security badge print job release process
- ✓ Print device lockdown – only security badge allows access to printing and imaging processes
- ✓ Increased access to imaging and printing devices
- ✓ Standardized technology platform
- ✓ Removal of high cost personal printers
- ✓ In-depth print and imaging reporting capabilities
- ✓ Simplified, accurate billing by department enabling print cost allocation for finance

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

