

# health-e NEWS

## \$160k Print Saving For Hospital Group

### Calvary Network Enjoys Free National Print Audit



**Would the prospect of a \$160,000 per annum saving be enough to prompt a little homework in your business? What if someone offered to do that homework for you at no charge?**

Printing is the “elephant in the room” for many companies. Key people know there are savings to be made but the bigger the corporate network the bigger the elephant and the less anyone wants to address the issues of often unmetered, runaway costs.

For even the most ardent cost cutting enthusiast the task can be just too daunting.

That was certainly the case with the not for profit Calvary Health Care until, faced with the capital cost of replacing 15 different printers, the CFO of their Wagga Wagga operation, Anton Reyment, started an investigation that snowballed to become a national case study.

When local print cost investigations, launched independently and almost simultaneously in Calvary’s regional operations in Launceston and Wagga Wagga, both identified dramatic savings, head office decided to investigate the national case and the job went to Anton.

Wagga Wagga had an ageing fleet of printers across multiple brands and capacities and a complete lack of strategy or consistency in terms of how the hospital was printing.

# 22 Sites, One Print Supplier Adds Up To 30% Plus Saving

## Printing's Black Hole Plugged

**With a national spread of clinics, Fresenius Medical Care was, like many organisations, almost resigned to the fact that when it came to printing, multiple bills and contracts along with time consuming meter reading and consumables ordering was the price of doing business.**

The situation had been that way since Fresenius, the world's largest integrated provider of products and services for individuals undergoing dialysis, established in Australia 10 years ago and developed a network of 22 clinics.

That all changed the day Fresenius' IT Services Manager San Fou was charged with investigating cost effective replacements for the company's printers that were progressively coming off contract.

San not only added a new meaning to the term "cost effective" by negotiating a massive 30% saving, but supplier PrinterCorp was able to provide a national Ricoh rollout, on-going service and support and, best of all, a single monthly invoice covering both lease payments and consumables.

Once the national rollout is completed San will be able to resolve a problem anywhere in Australia with one phone call to his PrinterCorp representative. For an IT Manager specifically charged with infrastructure, that's gold.

Quite apart from the significant dollar savings – "cheaper lease, copy and print costs" – San is still adding up the savings in terms of man-hours and the advantages to a mobile workforce of product consistency that will ultimately be evidenced throughout all 22 clinics.

The labour savings stem from staff in individual offices no longer being required to read meters and order toner and other consumables.

"PrinterCorp has implemented automatic toner and consumables ordering. Now when toner starts to get low the MFD alerts PrinterCorp and they automatically send it out," San said.

To date 15 Ricoh Multi-Function Devices have been rolled out to nine sites including Fresenius' South Asia Pacific headquarters in Milsons Point and its 2nd largest site at Smithfield. PrinterCorp has undertaken to seamlessly replace printers nationally as existing contracts expire.

From day one San determined that he would stick with market leading brands and settled on the PrinterCorp Ricoh solution for a number of reasons, not the least being the significant 30% costs savings and his previous experience with the product.

Although the system has intentionally been kept to a basic configuration, San's next task will be to look at the need for reporting capability on a site by site basis



and has already fielded a request from a manager who needs to track colour printing by user.

Fresenius Medical Care, the largest private provider of dialysis care in Australia, has made a long term and significant investment here - including local manufacturing, dialysis unit construction and education programs.

**A vertically integrated company, Fresenius is in the unique position of being able to offer products, services and support along the entire dialysis value chain.**



# No Capital Outlay, Fixed Monthly Costs

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## Consumables Costs Slashed \$15K Per Annum At One Site Alone

**“Some printers and copiers were on maintenance contracts, some were owned without contracts and invoices were coming in from all over the place for consumables,” Anton said.**

Anton provided a business case that showed how Wagga Wagga could save \$60,000 in capital costs to replace 15 printers and gain an ongoing saving in consumables and general print costs estimated at \$15,000 p.a.

When Anton was asked to undertake the national evaluation he short listed three suppliers and ultimately went with PrinterCorp on the basis of a range of factors. These included both price and, particularly, their demonstrated commitment to providing a service and not just a function.

“They expressed that getting the printing devices into the organisation was only part of the solution; that we had to get our organisation, practices and cultural changes in place and that they would work with us to do that,” Anton said.

“Each of our hospital sites spoke with PrinterCorp. They did an evaluation of our needs and ultimately conducted end-user surveys at all sites.

“They came up with equipment proposals that in Wagga Wagga saw a 25% reduction in the number of devices and achieved consistency of devices. With only one or two models of printer across most areas we have staff familiarity which is a great advantage in terms of workforce efficiency.

“With devices set to double side print and a lot of users selecting two-per-page print we are reducing copy volumes and paper usage and our cost of ownership is further reduced by 24-hour maintenance response.”



**Anton said one of the real benefits would be one account per service that included both equipment and operating charges. Each site will be on a fixed monthly charge plus excess usage.**

Another advantage will be the ability to monitor usage. Wagga Wagga, the first site to have new printers installed three months ago, is currently set up with group accounts. Within a few months the machines will be evaluated one by one to determine if additional controls such as individual user ID's are required to prevent excess usage.

Calvary Health Care, the private hospital division of the Little Company of Mary Health Care Limited, has eight sites including Wagga Wagga – four in Adelaide, two in Tasmania and one in the ACT.

“If you look at printing as a per annum cost, take out the capital cost saving up front and share it over the life of the equipment, you are looking at an average \$20,000 saving per site and they all have new equipment to boot,” Anton said.

“As a not for profit organisation we go after contract savings much smaller than that, negotiating with suppliers for price discounts, rebates and all those things based on volume, so to sit down with PrinterCorp and come up with this sort of saving is momentous,” he said.

**A \$160,000 p.a. saving in private hospitals is potentially just the tip of the iceberg. The Little Company of Mary Health Care Limited also operates public hospitals, aged care services and home care services.**



# InterSystems Slashes Printing Costs By 20%

In the software industry, 33-year-old international giant InterSystems has few peers. It's a leader in healthcare and its client list in other areas includes the US Army, European Space Agency, British Telecom, Deutsche Bank and Volvo to name a few.

Software is central to everything they do and now, in Australia, software introduced to the company by PrinterCorp is the key to unlocking 20% savings in print costs for their local offices.

InterSystems Corporation is a privately held software company with offices in 23 countries and corporate headquarters in Cambridge, Massachusetts.

The company's advanced database, integration, and business intelligence (BI) technologies are used in government, health care, financial services, telecommunications and other industries that require the highest reliability and performance.

In the healthcare arena its software products include Caché, TrakCare, Ensemble and HealthShare, the premier platform for connected health care that help IT professionals create, deploy, run, and integrate healthcare applications more rapidly. InterSystems technologies power life-or-death applications used by more than three million people in leading healthcare institutions worldwide.

When Alex Wolford joined InterSystems as Financial Controller for Australia it quickly became obvious that there were efficiencies to be gained within the Australian offices.

"We had printers and Multi-Function Devices from three different vendors. So we had three different points of contact for service, not to mention the several invoices every month," Alex said.

Alex started a search for savings, value and predictability of future costs for budgeting purposes and leaned towards the Ricoh family of products as they were



consistently used in the company's other offices worldwide.

"When shopping for new MFDs, Ricoh provided the best price and value that addressed our printing needs as an IT company. For what we need, any copier from a major brand will do," he said.

Twenty-year old PrinterCorp with its ability to provide service and back-up Australia wide was a natural choice as a supplier and InterSystems' IT Manager was happy with the assurance provided with regards to fast response when any of the MFDs have issues.

**According to Alex the ability to provide service was very much a key factor. "Basically the sooner the machine is serviced, the less time the IT Manager has to spend dealing with issues and users."**

PrinterCorp's evaluation identified a need for transparency, revealed the company's real cost of printing and proposed a solution that would cut costs by 20%, improve the efficiency of the business process and provide just one invoice per billing period under an agreement for all interstate offices.

But it was PrinterCorp's software solution, PaperCut, which tickled the fancy of this international software firm.

"It's the factor we like best – which we tested but are still implementing," Alex said.

"Both the IT manager and I agreed that there's a lot of value with PaperCut and how it can help us manage usage and costs.

"From the automation of notifications and job costing, to detailed reports on printing volumes, there's a wide array of options to choose from.

"By putting alerts in place we can reduce waste by avoiding large jobs that are printed by error or mistake.

"It's not uncommon to find printed jobs that are not picked up from the printers (for many days). The idea of tracking and warning is not intended to intimidate the user, but to create awareness and reduce waste.

**"Lastly, I don't think we're a high maintenance client (yet) but I have to say I'm very impressed with the level of attention we're getting from our reps at PrinterCorp," Alex said.**