



KONICA MINOLTA



# KONICA MINOLTA PROVIDES ASHFORD AND ST PETER'S NHS FOUNDATION TRUST

WITH FULLY MANAGED PRINT AND POWERFUL WORKFLOW  
SUPPORT WHILST SAVING IT CONSIDERABLE TIME AND MONEY



Ashford and  
St. Peter's Hospitals  
NHS Foundation Trust

Giving Shape to Ideas



## KONICA MINOLTA AND SOLUTIONS IN TECHNOLOGY CELEBRATE 20 YEARS OF PARTNERSHIP SUCCESS

### EXECUTIVE SUMMARY

Ashford and St. Peter's Hospitals NHS Foundation Trust in Surrey had been running a disparate fleet of printers which lacked transparency in terms of costs and contract support, whilst creating additional work for the in-house IT team. Keen to consolidate and rationalise its print fleet, the Trust turned to Konica Minolta Business Solutions (UK) Ltd to find the right solution.

Having worked closely with the Trust to investigate the print issues and needs of its various departments, Konica Minolta designed a managed print solution which includes 320 of its powerful but easy to use and highly cost-effective bizhub multifunction devices (MFDs), along with the YSoft SafeQ Workflow Suite software, which enables document capture solutions via the MFDs. This ultimately leads to less printing (and associated costs) by storing and sharing data easily and securely.

The Konica Minolta managed print solution now gives full visibility of the print function and saves the Trust an estimated £82,000 a year, along with considerable time and its cost implications. As its trusted print partner, Konica Minolta continues to support the Trust as its needs evolve.

### CUSTOMER PROFILE

Established in 1998 from the merger of Ashford and St. Peter's Hospitals, the Ashford and St Peter's NHS Foundation Trust is the largest provider of acute hospital services to residents in Surrey. It became a Foundation Trust in December 2010 and serves a population of more than 410,000 people living in the boroughs of Runnymede, Spelthorne, Woking and parts of Elmbridge, Hounslow, Surrey Heath and beyond. The Trust employs around 4,400 individual members of staff and its turnover was £425 million in 2021/22.

The Trust provides a whole range of services across its hospital sites. Most planned care, such as day case and orthopaedic surgery and rehabilitation services, is provided at Ashford Hospital, with more complex medical and surgical care and emergency services at St. Peter's Hospital.

## CHALLENGES

Ashford and St. Peter's Hospitals NHS Foundation Trust had been running a disparate printer fleet across both its sites which had proven to be problematic. The Trust lacked transparency of its print facility, with inefficient service and costs (including consumables and servicing) from its various providers which were difficult to keep in check. This was compounded by the challenges of budgeting for print costs per department and it became clear that the Trust needed a managed print solution which would bring all these challenges under control.

The issues needed to be addressed as Stephen Deller, Supplies Manager at Ashford and St. Peter's Hospitals NHS Foundation Trust commented, "We had reached a situation where there were lots of printers being used across the Trust, but many had separate deals with varying contract times and costs, which hadn't been secured via our central procurement department. This also meant our IT team was sometimes overrun with tasks and it was difficult to control costs such as high paper usage. The Trust had decided to remove all unnecessary printers and that a consolidated and centralised solution was required, so we launched a tender process to find the ideal managed print partner to meet our needs."

## SOLUTION

The tender was won by Konica Minolta Business Solutions (UK) Ltd, which worked closely with the Trust to investigate its issues and potential solutions. Wendy Ainsworth, Major Accounts Manager at Konica Minolta commented, "We agreed a co-ordinated plan with the aim of assessing the workflow needs and costs of the Trust's departments and designing a solution which would optimise the print fleet, ensuring it had exactly the provisions it needed, whilst controlling costs and also freeing up the time of the in-house IT team from having to service the print requirements."

The print workflow of each part of the Trust was monitored and examined in detail to get an accurate picture of where there could be consolidation and streamlining to reduce complexity, overlaps of service, and unnecessary costs. It became clear that there was a degree of unnecessary printing, including the use of colour when black & white was more suitable, and double-sided/duplex options were being underused. The results of the extensive audit were the basis for designing a finely-tuned bespoke print solution that perfectly fits the Trust's needs.

Konica Minolta has so far supplied the Trust with 320 of its powerful but easy to use and highly cost-effective bizhub multifunction devices (MFDs). To further enable the Trust to save on costs and to reduce the amount of printed paperwork generated, it has also supplied and installed the powerful YSoft SafeQ Workflow Suite software. This provides the capability to implement document capture solutions via the MFDs, ensuring information is widely available for any operational purpose, whilst ensuring security, transparency, and compliance of data.

The Konica Minolta team also provides full support for the solutions, including remote support and monitoring which includes a monthly report on usage and ensuring the software is always optimised and up to date, including full security updates to ensure data is always kept safe.

## BENEFITS, RESULTS, ROI, FUTURE

With the fully managed solution from Konica Minolta, Ashford and St. Peter's Hospitals NHS Foundation Trust now has a modern print solution which has dramatically reduced the complexity and cost burdens of the previous disparate print fleet, whilst ensuring each department has exactly the print and document capture facilities needed to ensure the smooth running of hospital operations. Highly efficient, the fully managed print solution now provides much greater transparency of usage and costs (showing which department is printing what) and removes the considerable capital expenditure costs of adding new printers, thus enabling the Trust to fully control its resources and spend with full accuracy.

Stephen Deller commented, "This is not a draconian Big Brother approach, it simply ensures that we can be sure of what is being printed and the process behind it so we can eliminate any wastage. With follow-me printing we can be sure that our new solution is fully efficient and tracks the costs accurately, so we can make adjustments where required."

The print resource is also flexible to the evolving needs of the Trust. For example, if further print devices are required, the Trust simply requests them from Konica Minolta to add to the contract. Similarly, if a device become surplus to requirements it is simply removed from the site and from the contract.

With costs being one of the chief concerns before, it has been estimated that the managed print solution from Konica Minolta, with an all-inclusive cost per copy, is saving the Trust around £82,000 a year. Stephen stated, "The savings have been considerable in terms of the direct print costs as the managed print contract has brought these into line, consolidating everything into one supplier and a fully transparent cost."



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There have been less obvious savings too. “We have also seen savings in what were hidden costs before. For example, beforehand we had a separate Purchase Order for each printer and there was a charge associated with each (around £7 per invoice), as well as the administrative time /costs required to process them internally. The team and I had been processing around 200 invoices which took a couple of days to do, but now we have one electronic invoice from Konica Minolta which can be processed and completed in around an hour.”

As the ongoing print partner for the Trust, Konica Minolta regularly visits its sites, talking to the teams that use the print solutions and ensuring everything stays fully optimised to support staff and patients. Wendy Ainsworth added, “We have been on a journey together to find the best ways to save time and money. Part of this has been encouraging the Trust’s teams to treat the MFDs as scanners to collect and process data rather than just as a copier/printer and this has been highly successful and well received as it benefits everyone.”

The peace of mind that any and every print issue will be dealt with by Konica Minolta is another major benefit as Stephen added, “The customer service from Konica Minolta has been very good. As our Account Manager, Wendy makes us feel like a priority and we fully trust that the print devices will work and if there are any issues they will be resolved quickly with minimum fuss. Konica Minolta understands that we need the right support, and doesn’t just install the devices, there is the essential follow-up support and development work that ensures our print solution continues to deliver for our needs.”

Delivering real-world solutions for real-world needs is crucial, as Richard Halstead, Business Leader - NHS & Emergency Services at Konica Minolta Business Solutions (UK) Ltd also commented, “We are witnessing first-hand the pressures that our Healthcare customers are under to increase efficiencies and deliver more with less resources, something that is prevalent across IT Departments. Konica Minolta’s Managed Print Services are designed to remove the pain points associated with managing complex print environments from overstretched IT Teams, enabling them to focus on delivering outstanding service to staff and patients. It’s great to receive this feedback and to see the difference that the Managed Service is making to Ashford and St Peter’s Hospitals NHS Foundation Trust.”



**NHS**  
**Ashford and**  
**St. Peter’s Hospitals**  
NHS Foundation Trust

## ENHANCE YOUR PRINT AND IT SERVICES

Build and transform your digital business operations, workplaces, and IT infrastructures to meet the changing needs your customers Konica Minolta’s solutions and services include IT Infrastructures, Managed IT Services & Support, Process Digitisation and Automation, Digital Print, and Video Solutions Service, as well Outsourced Services including helpdesks and service desks for both front & back-office tasks that can help expand your business. Service, as well Outsourced Services including helpdesks and service desks for both front & back-office tasks that can help expand your business.

Contact us to find out how we can support, protect and optimise your business today and in the future:

[www.konicaminolta.co.uk](http://www.konicaminolta.co.uk)



**LET’S TALK**

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**Giving Shape to Ideas**