



KONICA MINOLTA



# RETHINK PRINT

**£200,000 ANNUAL  
EFFICIENCY SAVINGS  
WITH KONICA MINOLTA**

Success Story  
St. Andrew's Healthcare



Giving Shape to Ideas



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## ST. ANDREW'S HEALTHCARE CREATES £200,000 ANNUAL EFFICIENCY SAVINGS WITH KONICA MINOLTA

### EXECUTIVE SUMMARY

Efficiency savings of £200,000 annually to re-invest in front-line mental healthcare services, print servicing responsiveness reduced from two days to four hours and complete document security. These are just some of the benefits of the collaboration between St. Andrew's Healthcare and Konica Minolta. An optimised print fleet across the charity is also helping to transform reporting, environmental and agility.

### CUSTOMER PROFILE

St Andrew's Healthcare provides specialist mental healthcare for some of the most clinically complex patients in the mental health system: people who could not, in many cases, be treated elsewhere. This registered charity, headquartered in Northampton, is developing innovative ways to help patients recover, creating a personalised package of care designed around each individual, which focuses on their physical and spiritual wellbeing as well as mental health.

**"The expert team assessed our current environment, provided recommendations around hardware and software to support our needs and helped with change management"**

Jenna Sutton,  
IT Business Relationship Manager  
St. Andrew's Healthcare

### CHALLENGES

St Andrew's legacy document and print management strategy was in urgent need of change. Until recently, the charity was relying on a fragmented print estate, comprising different models and disparate manufacturers. Many departments purchased their own devices autonomously, exacerbating the disconnected nature of the estate.

With so many different models of printer scattered across both the Northampton headquarters and regional facilities in Birmingham, Essex and Nottinghamshire, consumables was also an issue. "We were spending an excessive amount of money on toner cartridges and other consumables," says Jenna Sutton, IT Business Relationship Manager, St. Andrew's Healthcare. "The total cost of ownership of the devices was very high."

Given that St. Andrew's is treating some of the most vulnerable people anywhere in the health service, security is of paramount importance. However, here again, change was needed. "Print use was unpoliced," Jenna explains. "Private documents could easily be left unattended on one of the print devices. If a member of staff refilled a printer that had run out of paper, it would then continue printing maybe 200 pages of someone's confidential data."



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Finally, there was the issue of usability and productivity. St. Andrew's staff frequently work across different sites, but were unable to print from any device unless they had the specific print driver loaded. Moreover, when a problem occurred on one of the printers in the estate, it could take up to two days to fix – hindering staff efficiency and patient care.

Faced with an unpoliced, unsecure and expensive print infrastructure, Jenna and her team took action. A tender was placed through the Crown Commercial Services (CCS) Framework for Multifunctional Devices (MFDs) and Print Management Software and Services. "From the start, Konica Minolta impressed us with their knowledge, experience and professionalism. The company understood St. Andrew's objectives and collaborated closely with our entire team to meet our goals. By partnering with a CCS-validated vendor, we knew we could trust their products, services and people," says Jenna.

## SOLUTION

Konica Minolta's first step was to conduct a root-and-branch audit of St. Andrew's existing print fleet. From this, the team recommended a transformative print and document management infrastructure, combining technology, people and processes. "Konica Minolta made it all so easy. The expert team assessed our current environment, provided recommendations around hardware and software to support our needs and helped with change management," Jenna adds.

Having removed up to 400 existing and outmoded desktop devices, Konica Minolta deployed 170 next-generation floor-standing and desktop MFDs. This fleet supports more than 5,000 patients and staff across the four hospitals. SafeQ print management software is deployed to enable pull-printing, set print governance policies and create efficient workflows for the capture, processing and distribution of content. For example, the software ensures that the default print option is black and white, with colour printing only available to authorised individuals. Jenna and her team have the option to charge back the cost of printing to users and record all print, copy and scan operations. The easy to use interface also shows St. Andrew's which MFDs are being used most often.

Security is the watchword of this forward-thinking environment, with users identifying themselves whenever they want to print, scan or copy a document. Jenna explains, "Staff connect to the devices via their security badge. This 'follow-me' printing solution improves document security and patient confidentiality, by making it easier for staff to use any printer, anytime, anywhere."

The solution is supported by a Konica Minolta Service Delivery Manager, focused on managing pre-agreed service levels and facilitating team-based delivery of St. Andrew's needs. "Everything is resolved very quickly if I do raise an issue," she adds.

**"We are also innovating for the future, collaborating with Konica Minolta on new ways to improve our healthcare services"**

Jenna Sutton,  
IT Business Relationship Manager  
St. Andrew's Healthcare

## BENEFITS, RESULTS, ROI, FUTURE

Now live, the Konica Minolta MFD estate – together with proactive service delivery management – are delivering value throughout St. Andrew's Healthcare. These benefits include:

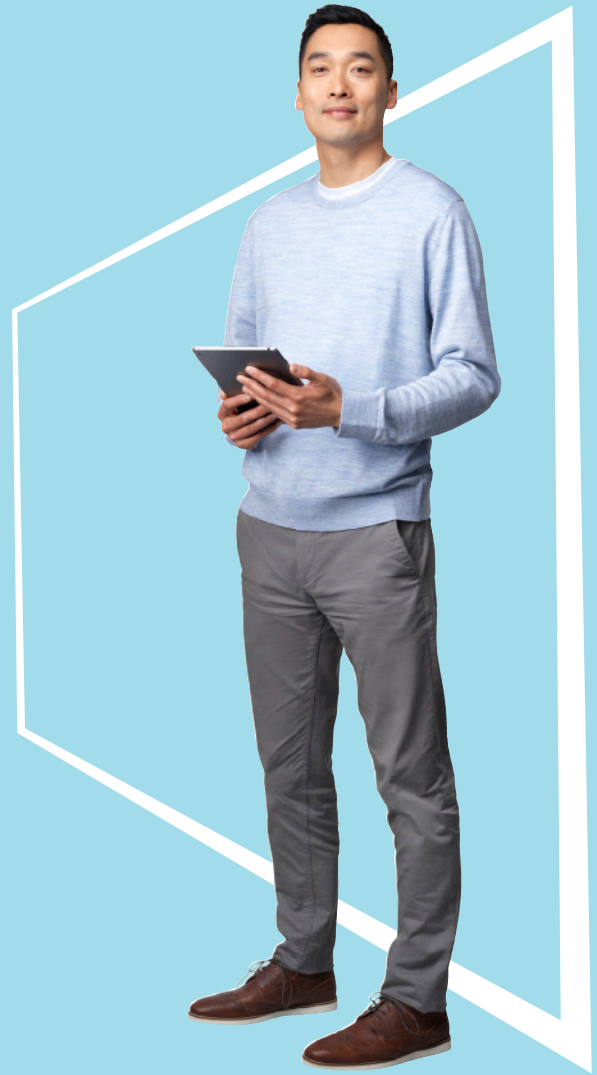
- **Cost:** By standardising on a Konica Minolta print fleet and support, the charity is saving £200,000 annually through a streamlined print fleet, improved print reporting and efficient consumables management.
- **Patient outcomes:** Money saved can be re-invested in front-line specialist mental healthcare services, in support of improved patient outcomes.
- **Efficiency:** Accurate, timely fleet reporting enables St. Andrew's to optimise fleet use and consumables management.
- **Support:** The solution reduced the time to service MFDs from two days to four hours. This improved availability ensures fleet is supports patient services 24x7, with the option for staff to move freely between devices.
- **Security:** Ensures patient and staff data and documents are protected from malicious or inadvertent loss.
- **Environmentals:** Reduced paper and consumables waste.
- **Services:** Prompt, expert support and quarterly review meetings ensure St. Andrews fleet is optimised for today and the future.

Jenna concludes, "We are also innovating for the future, collaborating with Konica Minolta on new ways to improve our healthcare services, including expansion of DocNav software and scanning across the estate."





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## LET'S TALK

Get in touch to discover how we can support and protect your staff, patients and property as well as help you transform your operations in order to deliver the very best patient care.

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