



KONICA MINOLTA



**SOUTHERN HEALTH &
SOCIAL CARE TRUST
ENHANCES PATIENT
OUTCOMES AND DRIVES
OPERATIONAL EFFICIENCY
WITH KONICA MINOLTA**



Giving Shape to Ideas



IT SOLUTION IS DELIVERING

99.99%

HEALTHCARE
SERVICE
AVAILABILITY



EXECUTIVE SUMMARY

One of Northern Ireland's largest healthcare providers has standardised on a comprehensive Konica Minolta Managed IT Services strategy to deliver responsive, rewarding and efficient healthcare services. A unified print management solution has enabled the Trust reduced print infrastructure costs by £2m over 5 year contract term, while a best-in-class, fully monitored IT services management solution is delivering 99.99% healthcare service availability.

REDUCED PRINT
COSTS BY

£2m

OVER 5 YEAR CONTRACT TERM



CUSTOMER PROFILE

The Southern Health and Social Care Trust provides health and social care services across five council areas in Northern Ireland. The Trust supports 50,000 inpatients and 190,000 outpatients every year and employs approximately 10,300 staff. It spends £532 million annually in the delivery of health and social care services.

CHALLENGES

Southern Health and Social Care Trust faces intense pressure to deliver improved patient outcomes against diminishing budget and resources. Against this backdrop, print management was identified as an area offering significant opportunity for transformation. Until recently, the Trust lacked a unified print or purchasing strategy, and was forced

to fund a mixed fleet of devices from multiple suppliers.

This mixed fleet led to runaway costs: each contract had a different end-date and service level agreement (SLA), while staff devoted excessive time and resources to managing issues such as toner deliveries, stock and repairs. Moreover, given the fragmented approach to driver deployment, the environment was complex and time-consuming to manage.

Against this backdrop, the Trust recognised that an in-depth print management audit was required to identify and analyse all existing hardware, networks, principal flows and page outputs in order to achieve a rationalised print management landscape.

SOLUTION

Konica Minolta was chosen to support the Trust's technology and print management transformation. Konica Minolta initially reduced the number of devices from 3,000 to 600. Multi-function devices (MFDs) were introduced, desktop printers removed and print and capture management solutions rolled out to reduce print wastage. The introduction of SafeQ alone resulted in savings of £3,500 per month through purged/unprinted documents. During the initial five-year contract which commenced in 2010, the Trust also reduced print costs by more than £2 million, delivering an overall saving of 46% during this period.

Based on this success, Konica Minolta was subsequently awarded a contract to upgrade technology and increase resilience. Smart cards were issued to all staff for security access, allowing users to authenticate at the printer. Network scanning through EEMs enabled the Trust to decrease network storage and increase productivity by eliminating documents being copied between folders. Barcode scanning was set up through PlanetPress to give greater accuracy, reduce clinical risk and save administration time. And mobile print was introduced so users could print from their smart devices.

With IT resources at full stretch, Konica Minolta recommended that the Trust's entire print management be transitioned to a managed service. The aim being to reduce workloads and deliver a more robust server environment, service continuity and monitoring, together with access to high availability servers, improved performance and security.

BENEFITS, RESULTS, ROI, FUTURE

Using Konica Minolta Managed IT Services, the Trust now benefits from a fully managed and monitored print management environment, incorporating servers in multiple data centres, more than 600 devices and print management solutions. Comprehensive, fully managed infrastructure monitoring provides visibility into the environments, maximising availability and optimised service delivery.

As a result, site and server uptimes are at 99.99%. These are key measures of success for the Trust, since it relies upon high availability of printing for its 10,300 staff who are situated across more than 95 separate facilities, including non-Trust locations such as schools and care homes.

The Trust remains committed to optimising its technology and services to ensure patients, staff and the wider community receive consistently rewarding healthcare services. Working with Konica Minolta has allowed the Trust to achieve its immediate objectives while laying the foundation for its future

“When the Trust embarked on its IT transformation programme, it was clear we needed an MSP that could support the team along that journey. We wanted a partner to bring not only the expertise and capabilities but also the right approach and attitude. Our relationship with Konica Minolta has gone from strength to strength and we now see them as one of our key and trusted partners.”

Stephen Hylands
Head of IT at SHSCT





KONICA MINOLTA



LET'S TALK

Contact us to find out how our Managed IT Services offerings can support, protect and optimise your customers' business today and in the future:

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