



KONICA MINOLTA DELIVERS EFFICIENCY AND COST SAVINGS TO NHS TRUST

An audit by Konica Minolta provided the Southport & Ormskirk Hospital NHS Trust with much-needed visibility and cost savings for its print devices

EXECUTIVE SUMMARY CHALLENGES

The Southport & Ormskirk Hospital NHS Trust is the principal healthcare provider across Southport, Formby and West Lancashire.

Employing 3,500 staff and with an annual budget of £160 million, the Trust provides specialist care to more than 258,000 people. Each year it processes more than 3,000 new referrals and around 76,000 new outpatient appointments.

The Trust engaged with Konica Minolta's Optimised Print Services (OPS) Business Consultants to provide transparency into its entire print estate, and identify how it could improve day-to-day tasks to become more proficient and reduce costs.

With its legacy print supplier contract coming to an end, the Trust engaged with Konica Minolta's OPS Business Consultants to review the entire print infrastructure, including all desktop printers and multifunctional devices (MFDs), which had gone unchecked over time.

In addition, the Trust wished to ensure accurate reporting, for example previously billing was based on estimates rather than actual usage. It was looking to achieve transparency and visibility over the entire fleet including a greater understanding of where each device was located, usage and all associated running costs.

The Trust conducted a robust competitive tender process, inviting suppliers on the RM3781 Framework (developed in collaboration with Crown Commercial Service (CCS), Yorkshire Purchasing Organisation (YPO) and Eastern Shires Purchasing Organisation (ESPO)) to submit a proposal.



**Southport and
Ormskirk Hospital**
NHS Trust

SOLUTION

Chris Evans, System Developer at the Trust, met with Konica Minolta to discuss what the Trust's requirements were, the audit process and expected findings, how the onsite engagement should take place, and plan the building visit schedule.

Communication with staff was crucial. Key to any Konica Minolta OPS is the users themselves, their work requirements, workflows and processes, and not purely the devices being recorded by the audit.

Konica Minolta conducted a thorough floor-walk of every building, floor, ward and office, throughout which devices were mapped onto bizDRIVE, Konica Minolta's unique iPad-based auditing tool. Make, model, serial number, functionality and specification were all noted, and users engaged in informal interviews to understand their individual print situation and requirements.

A due diligence walk-around across the two hospitals ensured the transition went more smoothly than the Trust had hoped, or expected. The Trust's IT department had engaged with clinicians and administration staff prior to the audit, ensuring they were aware of it and encouraging their input and feedback to the Konica Minolta team.

In addition, the medical secretaries were invited to provide their input, and all are now fully on board with the new print environment and delighted by the outcome through such a collaborative approach.

Without conducting such exhaustive ground work, Konica Minolta would never have been able to provide such a comprehensive overview of the improvements, opportunities and savings available to the Trust. The audit has since formed part of a

fully managed service to assist with device utilisation, rationalisation and optimisation, and helped introduce innovative approaches to document production and management.

BENEFITS, RESULTS, RETURN ON INVESTMENT AND FUTURE PLANS

One of the key drivers for upgrading the fleet was the time-consuming upkeep and support of a multi-vendor, multi-model fleet. With the new solution, Konica Minolta reduced the number of devices from 365 to 183 – while simultaneously delivering greater support and functionality.

While previously there had been 65 different device models, there are now just four. This has reduced the time spent by the IT department on fleet maintenance and less storage space is required for numerous consumables. In addition, automated toner replenishment saves admin time and money whilst a common control interface has also significantly increased user satisfaction.

Having long been reliant on well over 100 stand-alone fax machines another benefit the Trust now enjoys is the inclusion of RightFax, a digital faxing software, within its new solution. Not only does it provide a quicker, easier and more cost-effective alternative to traditional fax methodology, it will also help towards minimising the risk of any potential GDPR breaches in future. This allows a user to either fax from their desktop, via printing directly to the fax application, or the physical machine, depending on where they are positioned at the time of requiring faxing.

Prior to Konica Minolta's solution, the Trust had trouble accurately assessing their print costs, now both accurate volumes and baseline costs have been

“This solution has improved our printing resilience, by replacing all printers within the fleet and implementing a digital faxing solution. Konica Minolta's approach throughout the auditing process, tailoring the solution, allowed us to deliver what was required”

Chris J. Evans
System Developer

determined and the Trust anticipates saving around £600k over the course of its five-year contract.

There have also been key improvements in Endoscopy, a relatively autonomous department beforehand with no IT control over its print budget. This is now all centralised and actively managed. Konica Minolta provided visibility over each individual's printing - for example, one member of staff had printed out 3,500 prints in a single day, this information enabled Konica Minolta to recommend best practices that would drastically reduce their print output volumes.

In addition, the Trust is looking forward to an anticipated 37% reduction in CO2 emissions compared to its legacy fleet.



LET'S TALK

Contact Konica Minolta now to find out how to transform your CRD into a Communications Hub

Discover more at
<https://m.konicaminolta.eu/uk-communications-hub.html>