

Ballarat Health Services slashes printing costs with HP



Ballarat Health Services
Putting your health first

“Paper is a cost both in terms of printing and copying but also in areas such as the storage of medical records. HP is helping us move down the path towards becoming a digital hospital, as we plan to convert data from paper to electronic data in the future.”

Paul Jurman, Director,
Information Technology, Ballarat Health Services

Industry:

Healthcare

Challenge:

To reduce overall printing and copying costs and increase use of digital document distribution

Solution:

HP LaserJet 4345x mfp, HP LaserJet 9040mfp, HP LaserJet 2420dn, LaserJet 4250n, HP LaserJet 3600dn, HP LaserJet 4700dn, and HP LaserJet 5500dn

Hardware:

180 devices. The most widely used model is the HP LaserJet 4345x mfp

Software:

HP Web Jetadmin management software and MegaTrack job accounting software

Benefits:

Reduction in total cost of ownership of more than 30 per cent

Overview

Ballarat Health Services (BHS) provides medical support and facilities to residents in a vast area of south western Victoria. Through a range of facilities including the Ballarat Base Hospital, BHS's 3,000 staff cover an area of 48,000 square kilometres from Bacchus Marsh near Melbourne all the way to the South Australian border.

Given its dispersed operations, maintaining control over printing and copying facilities had become a challenge for the organisation. Individual departments had become accustomed to purchasing and maintaining their own equipment and operational costs were constantly climbing.



It eventually reached the point where, across the organisation, there was an unmanaged environment of 454-strong fleet of printing and copying devices comprising 177 different models from 18 different vendors.

As part of an overall IT infrastructure refresh, a decision was made to replace all units with a standard set of devices from a single vendor. BHS also planned to reduce the organisation's reliance on paper by encouraging better use of electronic distribution methods.

BHS went to the market seeking a single vendor that could meet its entire printing and copying requirements. BHS was looking for a solution that could help the organisation automate workflow and manage and store documents. BHS also had to consider the implications that the new devices would have on their network traffic and ensure the technology was easy to manage.



The decision on which vendor to choose was not taken lightly. In addition to BHS's needs, the unit BHS decided upon had to meet three key criteria - usability, reliability and cost. Prior to making a final decision, HP provided Paul Jurman, director of information technology at Ballarat Health Services with an HP LaserJet 4345x Multi-Function Printer (MFP) on a trial basis. It was the functionality and ease of use of the HP Easy Select Control Panel and the performance of the machine that impressed the CIO and BHS decided to purchase a complete hardware and software solution from HP.

After a 12-month rollout process, HP multifunction devices have now been installed in all 11 BHS main sites. The result has been a reduction of more than 30 per cent in the total cost of ownership of the organisation's printing equipment.

Business Challenges

Continual growth in the health services provided by BHS during the past few years brought with it significant challenges.

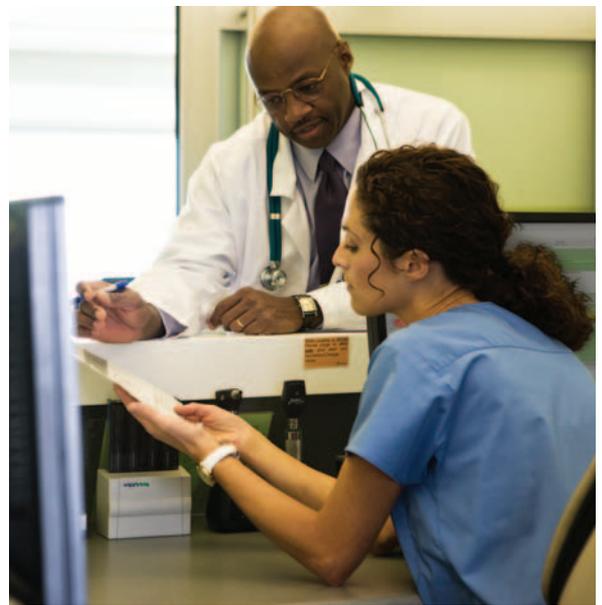
While demands on the organisation to provide top-quality medical services increased, budgets available for the supporting IT infrastructure had not kept pace.

As a result, BHS needed to extract more value from its spending. As part of this, it needed a way to reign in its growing printing and copying costs.

"It was all very ad hoc when it came to our printing and copying. We didn't have any central management," says Jurman. "Individual departments were purchasing their own equipment and the result was a jumble of devices, technologies and capabilities."

Jurman says BHS also has aspirations to move towards a vision of being a digital hospital and wanted to reduce the amount of paper used in day-to-day information distribution, with common practice shifting from 'print and distribute' to 'scan and email'.

"Overall, the business case for us was a no-brainer. We knew we were spending a lot on printing but had no way of monitoring exactly how much and where it was being spent."



How HP helped

Working with BHS to understand its requirements, HP determined that implementing a fleet of approximately 80 MFPs and 100 printers supported by management and HP's Cost Recovery Solution, based on a Job Accounting solution – MegaTrack software, would be most appropriate for the organisation.

HP developed a strong, trusting relationship with the customer and took a consultative approach, focusing on cost recovery, asset utilisation, a balanced deployment methodology and reduction in total cost of ownership (TCO) by over 30 per cent.

After looking at the workloads of staff across the organisation, HP recommended seven models from its range, each tailored to particular workgroups or physical locations. By actioning this, BHS achieved a dramatic reduction in the number of devices they have on the network from 300 to 180.

"We took the view that we should be replacing two devices with one and so opted for installing multifunction devices," says Jurman. "These can handle faxing, printing, copying and even scanning in one device."

Because all are part of the same HP range, the result is a consistent user interface. This means that, when staff move between departments or locations, they are always familiar with the equipment.

Jurman says standardising on a single brand has also greatly reduced the complexity around ordering consumables.

As well as the hardware, HP implemented its HP Web Jetadmin and MegaTrack job accounting applications.

"The HP Web Jetadmin gives us easy management of remote devices and an automated consumables ordering system," he says. "Each machine sends a notification when its supplies are low and the order is placed without any human intervention."

BHS has seen a dramatic 25-30 per cent decrease in maintenance and equipment related faults such as paper jams and equipment breakage. Any occasional issues that do arise can be diagnosed and dealt with by help desk staff remotely, talking staff through solving simple problems.

Meanwhile the MegaTrack application allows BHS to accurately track printing and copying usage throughout the organisation. Departments are billed for what they use rather than receiving an arbitrary charge as was the case in the past.

HP also worked with BHS to introduce digital sending capabilities into the printing infrastructure. Using the scanning capabilities on the MFPs, staff can scan documents and store them as PDFs. Distribution can then be by email rather than multiple paper copies.

Staff can also send faxes directly from their PCs, removing the need to print a copy before sending.

"In terms of digital sending, it has almost totally eliminated paper photo copying," says Jurman. "The software is very intuitive and most staff are up and running after a 15-minute training session."

Value delivered

With the rollout now completed, BHS is enjoying significant benefits from its HP printer fleet.

Jurman says the total cost of ownership has been reduced over 30 per cent and the organisation has a clear idea of where spending is occurring.

"We selected HP because of the capability and quality of their devices," he says. "We initially expected a three-year lifespan from the units but our current projections indicate we are going to get much longer than that."

The new infrastructure is also allowing BHS to move away from its traditional reliance on paper.

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About Ballarat Health Services

Ballarat Health Services is the largest regional hospital in the Grampians region. As such it is the principal referral hospital for the entire region, which extends from Bacchus Marsh to the South Australian border, an area of 48,000 square kilometres.

Ballarat Health Service offers a multidisciplinary approach to all aspects of health care, including a base hospital in Ballarat, regional hospitals, aged and psychiatric care, community services and women's and children's health services. It is the biggest employer in the healthcare sector in the Grampians Region with 3,000 employees including doctors, nursing and administration staff.

