

# U.S. Healthcare Company

Print server consolidation, streamlined support and secure EMR and Windows printing.



This organization had just doubled in size after merging with another health system. They had 30,000 staff and over \$3 Billion in revenue after the merger was completed. There was a requirement for managing output from Cerner. Later on there was a situation where Windows® 2003 servers were no longer supported which put the organization at risk.

There was also the matter of another print management solution that had been in place at one of the companies and was well liked. The decision could be made to expand the use of that solution.

When faced with the opportunity to present the LRS value, it was explained that while the solution in place worked well as a point solution in Windows, LRS provides the tools to manage all output throughout the enterprise in one place. The customer understood how LRS could address their enterprise needs for output management, expedite their trek towards standardization, and enhance interoperability between the newly joined health systems. After the meeting closed, the customer was convinced by what they recognized the extensibility of the LRS solution and decided there was no future for the incumbent product.

LRS presented its offering with the promise that it would improve interoperability, secure data throughout the entire print delivery lifecycle, and reduce infrastructure/IT related costs.

Implementing LRS was going to save the customer \$1.2 million annually in IT spending. Starting with the consolidation effort that reduced the number of print servers from 9 to 2. The cost savings for this totalled close to \$35,000 annually.

Besides the cost reduction for the eliminated print servers, they also saved an estimate 20% on printer consumables. As well as soft cost savings for time spent managing the print environment. Adding or changing printers used to take weeks to complete and is now done in a matter of minutes. In addition to time saved on managing printing, there was also the reduced number of helpdesk calls. It was calculated that 7 hours were saved for each user annually on print related helpdesk calls.

Benefit can be found in the improved security of the print data lifecycle (and in doing so strengthening PHI security & HIPAA compliance). LRS could help the customer vastly improve their infrastructure configuration and support; while offering their users more features and better reliability. The LRS solution directly enabled this client to achieve its ultimate goal to improve patient care.

## AT A GLANCE

### The Company

The customer is a Southern US health company that serves over one million patients and generates over 3 billion annually.

### The Industry

Healthcare.

### The Requirements

Implement a centralized IT solution for print & scan.

### The Solution

- VPSX Enterprise
- VPSX/CI (Cerner), VPSX/EI (Epic)
- MFPsecure/Print
- MFPsecure/Scan
- Mobile Connector

### The Benefit

- Expedite the integration of two merging healthcare organizations and achieve IT standardization.
- Savings include reduced costs for paper/toner (\$660,685) and admin time for managing the print environment as well as troubleshooting (\$534,297).
- There were no specific cost savings involved for managing EMR printing but the value was found in the added security and the admin time needed for adding or changing printers that went from one week to minutes.

## CASE STUDY

The partner involved in this project had been a trusted advisor to the customer and was a strong advocate for LRS. Despite facing various delays, they remained steady in their approach on managing output in a way that perfectly

aligned with the customer's objectives for standardization and interoperability. While at the same time increasing security, reducing operating expenses and improving the availability of printing to benefit both employees and patients.

### BUSINESS BENEFITS

Improved interoperability amongst all mission-critical applications (Cerner, Epic, Meditech, TROY, Solarity and Windows).

Simplified support structure (eliminating the need to divide Cerner, Epic, & Windows print support).

Improved Cerner & Epic uptime.

Centralized end to end visibility and management of all print processes.

Reduced infrastructure costs for the elimination of problematic Windows print servers.

Further cost savings were realized for reduced admin and less helpdesk calls.

Streamlined the addition and changes of physical printers.

### KEY DELIVERABLES

Centralized EMR print delivery and print queue management.

VPSX Enterprise helped eliminate 7 print servers.

Improved security of the print data lifecycle.

IT agility with future-proof solutions that can support any new requirement the customer may have, including a hardware vendor agnostic solution for secure pull printing.

Centralized management for Windows printing.

Custom built workflows within MFPsecure®/Scan to scan into Solarity.

### AT A GLANCE

#### Why Change?

The customer was looking to standardize and optimize its unsupported IT infrastructure that was heavily dependent on Windows print servers.

#### Why Now?

The Windows 2003 print servers were out of service and that put the customer's organization at a significant risk.

#### Why LRS?

The two key objectives were standardization and interoperability. The competition could not provide this and doing nothing was not an option either when it came to managing printing. LRS was the only one to fit the bill and resulted in many more benefits in addition to the required deliverables.

#### Why This Partner?

The partner had a consistent presence throughout the very long course this sales cycle ran. They acted as the trusted advisor and provided a solid business case that proved immediate results on both cost reductions and increased security when the customer would choose LRS. It was an offer they simply could not turn down.

**Learn how LRS solutions can add value to your print services offering.**

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