

## CUSTOMER SPOTLIGHT



### THE JOHNS HOPKINS HOSPITAL

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The VPSX/OutputManager® solution with its SAP-certified interface made printing for The Johns Hopkins Hospital more reliable and helped cut operating costs. Its integration with other key solutions gave IT staff more time to enhance hospital business processes.

## COMPANY AND PARTNER AT A GLANCE

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### Company

The Johns Hopkins Hospital

### Location

Baltimore, Maryland

### Web Site

[www.hopkinsmedicine.org](http://www.hopkinsmedicine.org)

### Industry

Healthcare

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### Software Solution Partner

Levi, Ray & Shoup Inc.

### Location

Springfield, Illinois

### Partner Solution

VPSX/OutputManager® software

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### SAP® Solutions and Services

SAP® R/3® software (available today in the SAP ERP application), SAP NetWeaver® Business Warehouse component, SAP NetWeaver Portal component

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### Hardware

For VPSX/OutputManager: IBM p5-510

For SAP solutions: IBM p5-570

### Operating System

IBM AIX

## BUSINESS CHALLENGES

### A Single Printing Platform

When different operating systems and printing solutions are involved, documents sent for printing can get lost or delayed and operating costs can rise. To make its printing more efficient and reliable, The Johns Hopkins Hospital wanted a standard printing solution that would accommodate a wide range of software vendor requirements.

## OBJECTIVES

### Smooth Integration with Other Business Software

It was important for the hospital to find a printing platform that could integrate with IBM AIX to support the SAP® software it uses for financial processes as well as the solutions that manage its patient-facing processes.

### Support for High Printing Volumes and Speeds

In addition, the new printing platform had to handle high-volume print jobs – such as payroll advices or patient billings – and at high speed.

Johns Hopkins chose the VPSX/OutputManager solution, which runs on IBM AIX. The software can serve as an efficient and scalable external output manager for SAP software environments – communicating printing status directly to the originating SAP application.

VPSX/OutputManager was also a good fit for the software solutions Johns Hopkins uses to manage patient admissions, medical records, and billing.



*Levi, Ray & Shoup, Inc.*



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## IMPLEMENTATION HIGHLIGHTS

### Ongoing Support

The initial implementation of the VPSX/OutputManager software took about one month. After integrating the new printing solution with its SAP software, Johns Hopkins added the billing software and business application for outpatient registration. Subsequent migrations to the new operating system included software used for laboratory and pharmacy processes.

## BENEFITS

### Reliable Document Delivery

Instead of going through a mainframe system or sending print jobs from one platform to another, Johns Hopkins now manages its printing processes centrally. Document delivery is more reliable and users can select their own formatting.

### Better than Expected Performance

The IT staff has had some pleasant surprises. Johns Hopkins found, for example, that getting filters set up on printers and moving existing filters from the system into VPSX/OutputManager was much easier than expected. The filters allow output to be transformed, manipulated, and redirected for granular solutions to ongoing business needs.

## GOING FORWARD

After VPSX/OutputManager was integrated into the SAP software environment, it was possible to extend the server functionality to include additional healthcare and business-critical applications. In doing so, the hospital is establishing a robust central point of control for system-generated output throughout the enterprise.

## KEY BENEFITS

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- Management of printing jobs on a single platform
  - Smooth integration with other applications
  - Ease of making formatting changes, adding printers, and changing printer settings
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**SAP® Certified**  
Integration with SAP NetWeaver®



SAP software solution partners provide solutions that extend and add value to SAP solutions.