

Success Story

Managed Document Services save hospital 30%

University Hospital

Customer Objectives

- Optimise document infrastructure
- Improve end-user experience
- Automate document workflows
- Minimise support requirements
- Reduce print related expenditure

Ricoh provides Managed Document Services for a respected university hospital. Ricoh transformed the hospital's document infrastructure, improving its operational efficiency by updating technology and automating workflows. Ricoh's service-based approach has reduced internal support requirements and is saving the hospital considerable sums of money.

Essential Technology

Ricoh's customer, a large university hospital, has an international reputation for medical excellence, pioneering research and academic scholarship. The high-tech facility treats hundreds of thousands of patients every year, employs more than 5,000 people and provides training for medical students and doctors attending seminars.

Patients, employees and students rely upon the hospital's information communication technology. Recognising that there was scope to improve the efficacy of its document infrastructure, the hospital tendered for a new service partner. The objectives were to improve operational efficiency and minimise cost by optimising document related services.

30% Saving

Ricoh provides Managed Document Services for a number of leading hospitals, expertly addressing the unique needs of the healthcare sector. Ricoh responded to the university hospital's tender with a considered proposal which would see Ricoh transform and manage all facets of the hospital's document infrastructure.

Ricoh developed an optimised solution which prioritised workflow automation, accessibility and governance. Ricoh micromanaged a phased implementation and provides day-to-day services. Ricoh's support has helped the hospital to improve operational efficiency whilst cutting document related costs by more than 30%.

Ricoh's Solution

- Managed Document Services
- Standardised platform
- Integrated hardware and software
- Aggressive TCO optimisation
- Structured implementation

Scalable service-based solution

“Although critical to operational efficiency, managing information communication technology is not our core business activity. Ricoh’s excellent service-based approach - the provision of Managed Document Services - has reduced internal support requirements, allowing us to focus more resource on healthcare.”

Spokesperson for the university hospital

Transforming Services

Ricoh’s project team engaged with the hospital to gain a thorough understanding of needs, objectives and constraints. The hospital comprises more than 50 separate buildings, has a complex management information system and uses specialised applications to generate medical documents. In developing a solution, Ricoh had to address these issues.

Transforming the infrastructure, Ricoh replaced a heterogeneous fleet - there were 2,800 devices and 65 different models - with a smaller, managed fleet. The new multifunctional products and printers share a common easy-to-use interface and print driver. Intelligent software provides seamless integration with the hospital’s management information system.

Barcoded forms and wristbands, invoices and medical documents, generated in different applications, can be printed to a secure server and collected from any convenient print device. The versatile technology also provides the means to scan referral letters, handwritten notes and other paper-based documents directly to a patient’s electronic health record.

Continual Optimisation

Ricoh’s support services minimised the hospital’s administrative burden. Printer helpdesk queries are responded to by Ricoh and print devices are monitored by Ricoh in real-time using its @Remote service utility. Using the tool, Ricoh is able to maximise uptime by attending to service issues before they impact upon operation.

Reports generated by Ricoh’s remote service utility track key metrics, such as uptime, usage and cost, and enable Ricoh to respond effectively to the hospital’s fast changing needs. Anticipating changes in demand, Ricoh is able to continually optimise services by moving equipment and providing focussed support.

Ricoh has helped the hospital to improve operational efficiency, minimise internal support requirements and cut expenditure. Twenty-six million documents were printed by the hospital in the last year at 30% lower cost. Ricoh is now in the process of rolling its scalable service-based solution out to other hospitals within the group.



Service Improvements

- Continuous optimisation
- Uniform easy-to-use technology
- Integration with MIS
- Helpdesk and desktop support
- IT life cycle management

Business Advantages

- Improved operational efficiency
- Externally managed service
- Minimal support requirement
- Scalable blueprint solution
- 30% reduction in costs

Managed Document Services™

MPS and Beyond

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