

Case study

Houston Healthcare

HP MPS solution supports efficient healthcare delivery while reducing costs



Industry

Healthcare

Objective

Reduce printing costs, support quality healthcare delivery

Approach

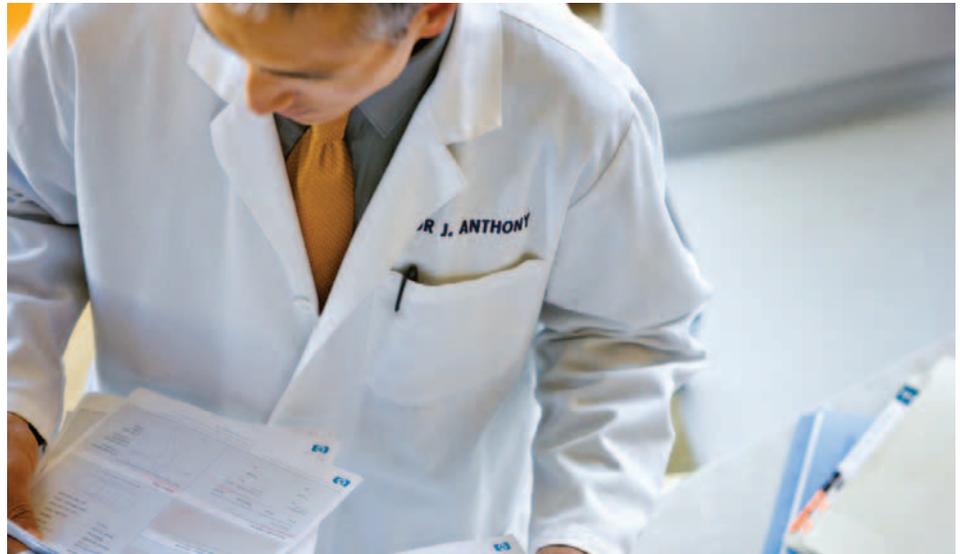
Houston Healthcare implemented an HP Managed Print Services solution

IT matters

- Standardize on 15 MFPs and printers from previous 30
- Standardize on HP OEM supplies for reliable, high-quality print output
- Consolidate printer fleet by 18%
- Optimize printers and balance deployment to site locations based on volume needs
- HP MPS response meeting 4-hour service agreement

Business matters

- Identify print environment improvements through HP assessment
- Reduce printing expenses by 48%¹ with HP MPS
- Save IT staff time as much as one full-time equivalent by implementing HP MPS and reallocating IT staff time to high priority responsibilities
- Seamless integration of HP printers and MFPs to support MEDITECH Electronic Health Record solution workflow
- Transparent view of current printing environment and costs with quarterly data-rich HP MPS reports for continuous improvement



“With HP MPS, I know exactly what I’m paying to print, and exactly how much we’re saving. After 15 years in the healthcare field, this is one of the few times when I can show hard dollar savings every day.”

– George Curtis, CIO, Houston Healthcare

Houston Healthcare is a non-profit healthcare system serving central Georgia. When the organization directed senior management to find ways to streamline costs without impacting quality of care, the CIO directed his team to find ways to discover cost savings potential. What was uncovered in printing was eye-opening. As is typical of most large organizations, managing documents and print practices had become a low priority, resulting in an unmanaged print fleet with high print costs. Implementing HP Managed Print Services has reduced print costs at Houston Healthcare by 48%.¹



HOUSTON HEALTHCARE

Hospitals throughout the United States are facing an ever-changing landscape in the economics of healthcare. Houston Healthcare is a prime example. The system has faced challenges as government reimbursement rates restructured.

“The HP MPS solution has reduced our print costs 48%¹ and these savings go directly to our bottom-line.”

— George Curtis, CIO, Houston Healthcare

Houston Healthcare, which operates two hospitals in Georgia, along with several area clinics and a medical mall, took decisive action. Top management carefully examined every department to identify areas for improved efficiencies and cost savings while working to ensure quality of care would not suffer.

Unmanaged printing leads to high costs

CIO George Curtis examined several potential areas to save, including printing. What he discovered was no central management of what was being printed or how printing was accomplished, resulting in no accountability for costs.

“Printing simply was not being monitored or managed. We didn’t know our total costs for printing. We weren’t tracking anything and no one was assigned responsibility,” he explains.

When Curtis began digging, he found the organization was paying top dollar for marginal quality printing. “Some people with very high-capacity printers were only printing 20 or 30 pages a month,” Curtis says.

Printers designed for high-volumes were in low-volume locations, and printers designed for low volumes were in high-volume locations. Personal printers, with the highest cost-per-page, were on desktops throughout the organization.

Curtis began searching for solutions. He turned to Houston’s long-time copier vendor, whom he had been told was reliable. “These guys had taken care of us for a long time. They said,

‘We’re your partners, we’re here to help,’ and when I asked them what they could save us, they were speechless,” Curtis recalls.

So he turned instead to his trusted HP channel partner and IT services provider. His IT advisor suggested HP Managed Print Services and he trusted the recommendation moving forward with an HP MPS print assessment. The results were enlightening.

HP Print Assessment identifies improvements

The HP MPS team began by assessing the existing print environment at Houston Medical Center, which would be the initial site for HP MPS implementation. The assessment identified the Center was printing nearly two million pages per month, often on the least-efficient devices.

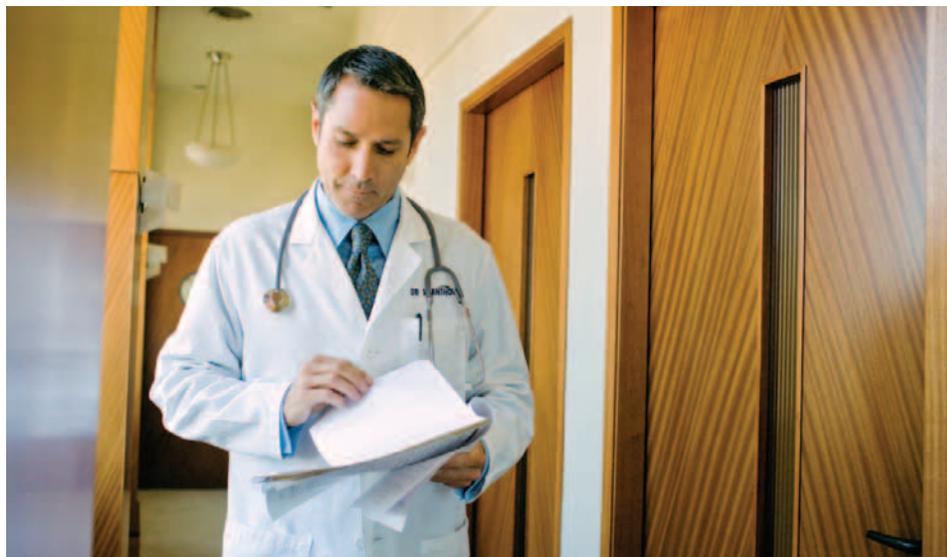
“We have an 800-page handbook for medical residents that is available for reference online,” Curtis explains by way of example. “But rather than simply referring residents to the URL, we were actually printing out a copy, in full color, for each and every resident.”

The HP MPS team developed a strategy to consolidate and optimize the printing fleet. Efficient, high-volume printers were moved to appropriate locations. High-cost color copiers were removed and replaced by HP multifunction printers, which also served as workgroup printers for key areas. Printers whose monthly page counts fell below an established threshold—including most personal desktop models—were removed. Full color printers at nursing stations, and many other locations, were replaced with monochrome models.

“Not everyone needs a printer, especially a color printer,” Curtis says.

Consolidation reduces expenses

All told, the print fleet at the Medical Center was reduced by nearly 18%. More importantly, by driving the print workload to appropriate printers or copiers, and eliminating expensive copier leases and overage costs, MPS has slashed actual print costs by 48%.¹



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Under HP MPS, virtually every device is now networked and fully supports the hospital’s MEDITECH Electronic Health Record solution. Every employee who accesses the hospital’s powerful, centralized tool for patient care management can print quickly and easily, or scan paper documents into digital format, taking advantage of MEDITECH built-in workflow efficiencies. The ability to integrate seamlessly into EMR workflows is critical, according to Curtis.

Improving service, reallocating IT resources

In addition to the bottom-line cost savings Curtis can identify, MPS has delivered other benefits as well.

HP MPS hasn’t just helped Houston to deploy a more efficient print fleet. MPS helps make sure devices continue to perform as expected, day in and day out. The HP MPS team monitors the fleet of networked printers, to assess toner levels and the overall health of each printer. HP MPS provides on-site maintenance and service with a 4-hour response time.

“We don’t worry about the printers anymore,” Curtis says, referring to his own IT staff. “Before MPS, we handled printer service in-house. At any given time, we had 40-50 printers in various stages of repair. Our staff was routinely running to another hospital or clinic, and often it took several trips to fix a problem. Our process was inefficient, expensive and dysfunctional,” Curtis says.

“Our staff is good, but the HP technicians are experts when it comes to HP printers. So our level of service has gone up, and our cost for service has gone down.”

– George Curtis, CIO, Houston Healthcare

“Now, we call HP, and the service technician comes in and fixes any problem, and it’s just that simple. Our staff is good, but the HP technicians are experts when it comes to HP printers. So our level of service has gone up, and our cost for service has gone down.” Curtis says HP meets the 4-hour service agreement “on time, every time.”

Customer at a glance

Application

Printing, copying, scanning, faxing

Hardware

- HP Color LaserJet Enterprise CM4540
- HP LaserJet Enterprise 600 Printer M602x
- HP LaserJet Enterprise 500 MFP M525f
- HP LaserJet Enterprise flow MFP M830z
- HP LaserJet Enterprise M4555fskm MFP

HP services

- HP Managed Print Services

He estimates Houston's savings in staff time at the full-time equivalent of one person. Now that time is dedicated to solving other IT problems to help Houston deliver healthcare more efficiently.

HP MPS also delivers original HP supplies, as needed. "A while back, before MPS arrived, the materials management director at our other hospital tried to save some money by switching to remanufactured cartridges, and it was a train wreck," Curtis says. "Within days we were swamped with calls about the remanufactured cartridges not working. I would never do that again."

Savings go straight to the bottom-line

As part of a recent strategic planning effort, Curtis says the Houston Healthcare CIO highlighted several initiatives that are helping the system overcome current financial challenges. The HP MPS solution and its 48% cost reduction¹ topped the list. "These savings go directly to our bottom-line," Curtis says.

HP MPS has proven so successful that Houston expanded the MPS agreement to include its second hospital and outlying clinics, and now covers the entire Houston Healthcare system.

MPS will continue to evolve to meet changing needs at Houston Healthcare. As part of the initial consolidation, the MPS team reduced the myriad of printer models from 30 to 15. "That's a good beginning," Curtis says. In time, as older printers are replaced, Houston will consolidate on just a handful of standard HP printers and MFPs.

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"HP MPS has been amazingly successful for us, and we want to share that success. We're interested in making sure our organizations only get the best of the best."

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¹ Previous lease and service contract costs compared with current HP MPS contract costs.

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