

## Case study

# Stichting Philadelphia Zorg can focus on care thanks to new printer fleet



HP PageWide Pro printers provide the new standard to 500 care locations across the country

**Industry**  
Healthcare

**Objective**  
Standardise printer fleet and replace with cheaper, faster and more user-friendly devices

**Approach**  
Issued a tender for installation of printer fleet and centralised management contract

**IT matters**

- Scanning function is important due to increase in digitalisation in healthcare sector
- User friendly for care workers
- Faster printing

**Business matters**

- Lower management costs
- Boosts workflow



Philadelphia

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**“User friendliness was really key. Our employees work in the healthcare sector. They’re not employees who work in an office and are used to operating these sort of machines.”**

– Lauraine van Agtmael, operational manager, Stichting Philadelphia Zorg

### User friendliness played key role in choice of HP

Dutch healthcare provider Stichting Philadelphia Zorg wanted to replace its network of 700 printers of different models and brands, scattered over 500 locations, with one centralised, easily manageable printer fleet that would also be cheaper, greener, faster and above all more user friendly. Assisted by HP partner OSN, Stichting Philadelphia Zorg opted for HP PageWide technology, which allowed its 6,300 employees to focus on providing the best care possible.

## Customer at a glance

### Hardware

- HP OfficeJet Pro X476dw Multifunction Printer series

## Challenge

### ICT

Stichting Philadelphia Zorg is a national healthcare provider in the Netherlands with 6,300 care workers who look after 7,500 mentally impaired people. Just like in business, information and communications technology is becoming increasingly important in the Dutch healthcare sector. For example, Stichting Philadelphia Zorg now stores its customer data on electronic files instead of in paper files.

That means the ability to scan documents is becoming more important, and that was one of the reasons why Stichting Philadelphia Zorg decided to standardise its printer fleet in 2015, according to the foundation's Project Leader, Yvonne van Harrewijn.

In addition, because of its vast array of different printer models and brands that were scattered across hundreds of units all over the country, printer management and problem solving proved to be both time-consuming and costly. For example, the service desks often had to answer calls about printers they didn't manage. It also took a lot of effort and money to order toner separately at every unit.

"Philadelphia has 500 care units and that meant we had a lot of different printer suppliers and brands," says Lauraine van Agtmael, operational manager at Stichting Philadelphia Zorg. "People just made their own appointments or deals. There were no long-term contracts. That's why we wanted to work with one single supplier and centralise our printer fleet."

## Solution

### Tender

Stichting Philadelphia Zorg decided to issue a tender for a central management contract and the installation of some 700 devices. The emphasis was put on price, the possibility to make scans and the overall ease of using the machines.

"User friendliness was really key," says van Agtmael. "Our employees work in the healthcare sector. They're not employees who work in an office and are used to operating these sort of machines."

OSN, a specialist in IT management and printing from Houten, won the tender. The company advised Stichting Philadelphia Zorg to replace most of its printers with the HP PageWide Pro series.

Both van Harrewijn and van Agtmael are full of praise for OSN, which installed the new printer fleet within two months without any problems – also out of office hours because some units weren't open in the day time.

"We do more of these sorts of big projects, and I think one of the success factors for this project was the cooperation with OSN," says van Agtmael. "It's always been very flexible."

## Benefits

### Fast and easy

After a pilot among its critical users, Stichting Philadelphia Zorg was convinced of the benefits of the HP PageWide technology: the user friendliness, the scan function, the low cost price per page and reduced energy use.

"We gave our workers a test script," says van Harrewijn. "We asked them things like: How fast does the device print? How does the scanning go? So we focused on the ease of using the machines and its intuitive quality. We paid a lot of attention to that. The pilot went very well in that respect."

"Our units are especially happy with the scan function of the new printers," van Harrewijn adds. "It's fast and can do multiple pages, which is very handy when it comes to digitalising all of our documents."

Because the management of the entire printer fleet across 500 locations now falls under OSN, Stichting Philadelphia Zorg care workers no longer have to worry about running out of toner when they need to print documents. There are also far fewer calls coming in at the service desk for printer support. All of that has reduced cost and boosted workflow.

"We now have a fully automated process," says van Harrewijn. "There is a program installed that keeps track of all the printers, and it can see when they are almost running out of toner."

The results of that program are monitored by OSN, which will send toner to the care units whenever they need it, thereby freeing up workers to focus more on caring for their clients.

The new printer fleet has been running for a year, much to the satisfaction of Stichting Philadelphia Zorg. The healthcare provider has a quarterly meeting with OSN to discuss any possible problems. During those meetings "there are very few issues given that we have so many printers, there are really just a few," concludes van Agtmael.

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