Case study

East Limburg Hospital goes for a printer solution without side effects

HP LaserJet and HP PageWide printers reduce cost of ownership

Industry
Healthcare

Objective
Reduction of operation cost and workflow improvement

Approach
Worked together with HP Premier Partner to achieve transition from old printer fleet to new printers

IT Matters
• Replacement of existing printers with 400 HP LaserJet and HP PageWide printers

• Implementation by HP Managed Print Services

Business Matters
• Reduction of operating cost

• Improved workflow for doctors and support staff

• Reduction of energy cost

• Compatible with HiX workflow software

"Afterwards, you ask yourself why we didn't opt for it before. Automatic monitoring of supplies levels, automatic and timely ordering of the consumables that are really needed and direct shipment to the right campus. There are multiple benefits."
– Kurt Gielen, IT operations manager, East Limburg Hospital

Hospital modernises printer fleet
East Limburg Hospital, with its main campus in Genk, has reduced its energy consumption, costs and significantly improved workflow for both medical and support staff thanks to a printer upgrade. The old printer fleet has been replaced, with the help of an HP Premier Partner, by about 400 HP LaserJet and HP PageWide printers, serviced by HP Managed Print Services.

Challenge

Hidden costs

With a team of 300 doctors, over 3,000 professionals and 811 beds spread across three campuses, East Limburg Hospital (ZOL) is one of the largest non-university hospitals in Belgium.

When ZOL established that its printing fleet were incurring hidden costs, it called on its IT operations manager, Kurt Gielen, to manage the replacement process.

Additional administrative work

"Each department in the Genk, Lanaken and Waterschei campuses was individually responsible for the timely and correct ordering of all kinds of consumables," says Gielen.

"They frequently placed orders, which resulted in extra administrative work. We had no idea whether orders were being made late and whether too much or too little was being ordered. In a hospital, 15 minutes printing interruption is a serious problem. So you can imagine that we wanted to improve the ordering process going forward."

Solution

Printer fleet standardisation

When ZOL decided to renew the entire fleet of printers step by step it considered, in consultation with its HP Premier Partner, reducing the number of different models.

"We chose one HP printer for each usage profile," says Gielen. "One model as a personal printer, one model as a workgroup printer, one model as a mono printer and one as a multifunction colour printer. The choice was made on the basis of print quality, ease of use, average page cost and power consumption."

Extensively tested

The chosen printers were then extensively tested, by a long-term proof of concept.

The test convinced Gielen of the added value of HP PageWide technology for a large hospital like ZOL: "Low energy consumption, durable documents, fewer parts and thus lower service costs than most laser printers."

Cutomer at a glance

Hardware
- HP LaserJet Enterprise M605dn Printer
- HP LaserJet Managed MFP M527dnm Printer
- HP LaserJet Pro M402dne Printer
- HP PageWide Pro 452dw Printer
- HP PageWide Managed Color MFP E58650dn Printer

HP Services
- HP Managed Print Services

In control with HP Managed Print Services

HP Managed Print Services (MPS) were chosen for the supervision and management of the new printer fleet.

"Afterwards, you ask yourself why we didn't opt for it earlier," says Gielen about MPS. "Automatic monitoring of supplies levels, automatic and timely ordering of the required consumables and direct shipment to the right campus. There are multiple benefits."

The upgrade of the entire printer fleet is progressing steadily and will be completed by mid-2018.

"Going forward, we have agreed with our partner and HP that they will proactively inform us about the product roadmaps and provide us with relevant suggestions for improvement," says Gielen.

Benefits

Simple operation. Simple management.

On the advice of the HP Premier Partner, it was decided to opt for a uniform print driver for all devices, which simplified daily use and management, according to Gielen.

"We are working within our IT department towards a structural reduction in the number of help desk calls," says Gielen. "From an IT standpoint we can easily define user groups, print profiles and print policies, configure individual printers or groups of printers, and schedule tasks such as firmware updates."

"We're done with that endless flow of invoices. We receive an invoice with a fixed price four times a year and there is a final, annual settlement. So we don't disadvantage ourselves if we overestimate the indicative monthly volume."

-Kurt Gielen, IT operations manager, East Limburg Hospital

HiX-compatible

Another advantage is that the ChipSoft HiX solution, a software program that supports the entire workflow in the hospital, is compatible with the new printers.

"We're using the various HP printer models currently in the HP Managed Print Services contract seamlessly with HiX using the HP Universal Printing PCL 6 (v6.4.1) driver," explains Gielen.

"Using the right device and driver settings, we haven't had any insurmountable problems."

Costs

Gielen is also clear on the financial and administrative advantages: "We're done with that endless flow of invoices. We receive an invoice with a fixed price four times a year and there is a final, annual settlement. So we don't disadvantage ourselves if we overestimate the indicative monthly volume. We pay solely for what we've actually used, on the basis of a fixed cost per page. There is a detailed budget reconciliation which shows printer behaviour and costs via statistics and follow-up reports."

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