

Samsung Helps Germany's State Hospital Clinic Network Boost Performance & Efficiency

How a deal for new MFPs helps the clinic network create a future ready printing infrastructure



Germany's State Hospital Clinic stretches across 28 institutions in 17 cities and municipalities, and has a high monthly print volume of more than a million pages. As a complex and dynamic hospital system, the bar is set high for printing and scanning requirements, but the network's old system simply couldn't keep up. Comprising many different makes and models, many of which based on obsolete technology, the system had a clear need for a major upgrade. The vision was to create a modern, powerful and homogeneous printing infrastructure combining all MFPs into a single, comprehensive concept. A Europe-wide tender was issued to select a vendor with the best price-performance ratio and the most innovative products and solutions. Together with its local partner, Kopiervertrieb Schöneberg GmbH, Samsung answered the call and won.

Case Study Overview

Customer: Germany's State Hospital Clinic Network

Location: Various locations across Rhineland-Palatinate

Size: 3600 employees, 28 institutions in 17 cities and municipalities

Sector: Healthcare

Partner: Kopiervertrieb Schöneberg GmbH, authorized Samsung dealer

Customer Needs

- Printers with better cost-efficiency and easy usability
- Strong performance to handle 1.2 million pages monthly
- Compatible with PrintFleet
- Meet Blue Angel environmental certification standards

Offerings

- 68 A3 MFPs (MultiXpress X4250LX, MultiXpress C9352NA)
- 280 A4 ProXpress M4583FX
- 400 ProXpress M3825ND

Benefits

- Lower Total Operating Costs (TCO)
- Powerful performance with fast printing and scanning speeds
- Supports PrintFleet
- Eco-friendly printers certified by Blue Angel
- Easy-to-use intuitive Smart UX UI

The Challenge

As with many aging IT systems, the Network's printing infrastructure was obsolete, consisting of many different printers and MFPs from various manufacturers. There were nine different contracts for page pricing, maintenance, and materials supply.

They needed to unify the system with advanced technology capable of supporting the Network's vital medical work. The Network also depends on fast dual-page scanning capabilities to digitize a range of patient files, reports, and medical record templates, all of which needs to be quickly and easily distributed and stored in compliance with strict security standards set by the German government.

And, the new system would have to work with the existing PrintFleet fleet management solution, while meeting the Network's high monthly print volume (1.2 million pages) and its strict environmental standards.

The Solution

Samsung created a best-in-class fleet of Samsung devices, with 3 types of advanced MFPs and 1 workstation printer. 2 A3 models, 280 monochrome A4 ProXpress M4583FX MFPs and the compact ProXpress M3825ND laser printer were installed to enhance the Network's printing infrastructure.

The Benefits

A3 models were used for large format printing, and the 45-page per minute monochrome A4 ProXpress was set up for day-to-day printing. Individual workstation printers were covered by the ProXpress M3825ND laser printer.

The dual scanner in the MFPs provides 120-pages per minute digitization, meaning that even large jobs can be handled quickly, with the ability to scan external findings, personnel files or accounting records easily and distribute them automatically. This resulted in a huge reduction in workload.

The Network also plans to upgrade to automated recording and distribution of incoming invoices, and can already handle document archiving internally, which helps them further reduce overall costs. They also plan to cut operating expenses with one maintenance and managed print services contract for all clinics.

Certified by Blue Angel as eco-friendly, Samsung MFPs and printers are also proven to be safe and reliable, meeting the hospital environment's strict safety standards.

PrintFleet is used for print management and everything is controlled centrally by Finance. The software regularly reports toner levels, meter readings, and paper fill quantities to Kopiervertrieb Schöneberg GmbH, automatically triggering toner orders for each device. And because PrintFleet is compatible with Samsung printers, the Network can use their existing system without any additional installations.

The ease-of-use factor was a big win for staff. "We are particularly thrilled with the large touchscreen and familiar Android operating system," said Stefan Bach.

"Samsung was the only manufacturer that could meet all the required criteria."

- Karl-Heinz Schöneberg, Managing Director of
Kopiervertrieb Schöneberg GmbH in Neuwied.

"With the systems from Samsung, the overall concept meets all our requirements, including environmental safety."

The MFPs and printers proved to have incredible performance as well as cost-efficiency.

The intuitive Smart UX UI offers outstanding usability, and the fact that it was compatible with our existing PrintFleet system made the transition even smoother."

- Stefan Bach,
Head of Information Technology at the State Hospital

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2017. 08.

4AA7-2662ENW, June 2018