New York Medical Center & Surgical Hospital HP, Inc. (HPI) Managed Print Services (MPS): Case Study

Derive Technologies' client is a nearly century-and-a-half-old, premiere general medical and surgical hospital, located in one of the five boroughs of New York City. It comprises nearly 700 beds, with a total of almost 25,000 admissions in the last year.

Following an assessment of disparate, legacy printing and imaging systems employed by the hospital and its other facilities, the medical center and Derive, agreed that, by modernizing to HP., Inc. (HPI)'s, industry-leading Managed Print Services (MPS) solution, the client would significantly improve the uptime and efficiency, and achieve considerable reductions in total cost of ownership (TCO), of their fleet.

Business Challenge

One of the oldest medical centers and surgical hospitals in continuous operation in the New York Metro area had purchased, over the course of many years, numerous, disparate – often not interoperable, even when required – printing (standard and large-format), imaging, faxing, barcode scanning, and other related technologies from a multiplicity of vendors. Additionally, the hospital maintained multiple service agreements for these systems that were becoming costly, discommodious, and, which, in some cases, were coming to, or already at, end-of-life—the latter, potentially threatening performance, security, and regulatory compliance.

In an effort to better operationally and fiscally manage, and ensure the compliance and increase the eco-friendliness of, the center's printing and imaging assets, the hospital, HP, Inc. (HPI), and Derive Technologies – with which the hospital has had a long-standing, trusted relationship (Derive is a **HPI Partner First Platinum, Gold and Silver Specialist** and ServiceOne Partner and **Value-Added Reseller [VAR]**, and has provided a series of other services related to mobile point-of-care needs) – conducted an assessment of all existing systems and contracts throughout the medical center to ascertain their then-current state. At the conclusion of the survey, the hospital and Derive determined that substantial operational improvements were required to develop and enforce controls over the center's complex, multi-vendor printing and imaging services – comprising technologies from HP, Xerox, Konica, and others – and to provide better tools to meet their rapidly-changing and expanding operational, environmental, and customer experience needs.

Derive Solutions

As a result of the assessment, the hospital's management and its information systems group, as well as HPI's print solutions team, determined that a comprehensive print standardization initiative would be undertaken. Derive Technologies was chosen – considering the company's relationship with the hospital center, familiarity with the center's needs, working culture, staff and facilities, as well as

deep experience in printing and imaging workflow and all systems that were, and still are, in place from different IT manufacturers – to support the project.

Derive provided a proposal and working documents to the hospital center for the project that would encompass the use of **HP, Inc.'s Managed Print Services (HPI MPS)** as a program to enhance efficiency, employee productivity, digital workflows, security and sustainability by incorporating the latest printing, imaging and related technology advances. HPI and Derive first ran a customized report for the center that identified inefficiencies and provided practical solutions, specific to the technologies in place across the hospital and its facilities. Both teams (HPI's and Derive's) worked directly with all key hospital stakeholders – executive management, clinicians, nursing, IT, legal, teaching staff, and administrative staff – to align expectations, integrate stakeholder teams, establish appropriate communication and training programs, and set performance metrics surrounding all printing services. Derive then deployed remote print management tools, such as HP Web Jetadmin software, which enables the monitoring of devices for troubleshooting, deployment of driver updates, and generation of automated toner alerts for all systems within the center. This execution of HP Web Jetadmin by Derive also precisely tracked print volumes on every networked print device within the hospital's clinical and surgical facilities, nursing stations, administrative offices, within the elder care provider center, including all printing and related technologies in place from HP and other vendors, Xerox, Konica, and others.

Among the technology updates that were made as part of the endeavor was the migration of scanning and fax services to new HP LaserJet Pro Multifunction devices (MFPs)—specifically, a fleet of **HP LaserJet Pro 400 MFP M425** devices in different locations. Derive also implemented new **HP LaserJet Managed Flow MFP M830zm** devices, which significantly improved the client's productivity with, in HPI's words, "flexible send options, versatile paper-handling tools, two-sided scanning, and professional finishing touches." These advanced systems, according to the client, and as HPI states, make the hospital's mobile printing, simple, "with wireless direct printing and touch-to-print technology." HPI's MFP devices were, and continue to be, easy for the hospital and its other facilities to use and recycle, and with the technology used to disperse the ink, the client has seen, and is still achieving, demonstrable, long-term energy savings. Derive can use HP's MPS solution to proactively, remotely monitor all of the hospital center's multi-vendor print systems (from HP and others) for issues and downtime, as well as license renewals.

Additionally, the hospital's HPI MPS contract comprises **HPI Automatic Toner Replenishment (ATR)**. When utilizing ATR, a data collection agent application – which, under this specific contract, is a highly-valuable add-on to the HPI MPS workflow – reports data and alerts HPI when supplies are needed. An order for supplies is initiated and fulfilled, and the hospital receives a replacement set of supplies. The client exchanges cartridges and returns the empties for recycling (under specific criteria related to product availability.) HPI ATR is an automated agent that collects data on the hospital's network for network printers, and it is set to send alerts when printers reach a certain toner level. This trigger starts the toner order process for a certain department or for specific users.

The hospital center's own team provides physical technology remediation services – servicing, decommissioning, replacement – as part of the HPI MPS contract. Derive is available to support needs for further service and for new equipment through the proactive monitoring program, in concert with fast-tracked pre-configuration and shipping of systems (HP and all technologies) to the hospital and other facilities from Derive's local, state-of-the-art Configuration and Staging Center located at 120 Wall Street, NYC.

The Results

Derive's implementation of the HPI MPS solution, and the co-management of all of the technologies with the client's staff has, according to the client, delivered powerful results. Significant cost savings have been realized on all printing, imaging, scanning, digitizing, and related services, system-wide, through the use of the Derive and HP proactive, networked solution. With an upgrade in systems previously in-place – i.e. migrating older, legacy and end-of-life equipment to new HP MFPs, and decommissioning older equipment – as well as better support and peripheral products through the MPS contract for certain specialized equipment not provided by HP, has also reduced costs and increased efficiencies since the commencement of the initiative.

According to HPI, Managed Print Services, along with optimized "imaging and printing infrastructure" and participation in "the circular economy", public and private sector organizations realize "typical savings of 10–30 percent in printing costs, millions of pages in reduced paper waste, and typical reductions in energy usage of 20–40 percent." Specifically, for Derive's New York Metro area hospital client, HP, Inc. and Derive initially estimated that, by choosing HP and implementing the MPS program, savings of **$374,188 over 60** months would be realized, equating to **approximate overall savings of 36.6%**. The upfront assessment for the client was later validated through modeled reporting from the client, HPI, and Derive. Further savings were realized through the use of HPI ATR.

Derive's deployment of HPI MPS created a blueprint for the hospital's internal IT and service teams to be able to, instead of monitoring the lifecycle of devices, focus on continued conversion of previously physical print-laden processes to streamlined, secure, increasingly more digitally-based (or hybrid), while still fully compliant, services, and to improve the center's environmental footprint. These changes have also transformed the hospital's customer outreach—with doctors, nurses, other care providers and administrative staff now having better tools to, and to laser-focus on, delivering the highest quality of care and service.

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