

OKI case study

Industry: Healthcare | Solution: Managed Print Services | Location: Germany



Deegenbergklinik in Bad Kissingen



Deegenbergklinik
BAD KISSINGEN

The challenge

At the Deegenbergklinik, it is all about getting back on your feet: Patients with metabolic disorders, but also those suffering from heart disease or orthopaedic disorders, can actively engage in their own recovery and treatment here. They can find a new approach to their own nutrition and receive tips on how to incorporate exercise and sport into their everyday life even after leaving the clinic. But it's not only the patients who need rehabilitation here; the output management at the clinic was in urgent need of a total overhaul.

About the customer

Deegenbergklinik in Bad Kissingen is a specialist clinic for the rehabilitation of patients with cardiac, vascular and circulatory disorders, metabolic diseases and disorders of the supporting and locomotor system. 189 employees care for over 4500 patients per year at the clinic.

WORK INVOLVED IN ORDERING REDUCED BY

99.9%



An employee project group consisting of an IT engineer, a program developer and the Executive Assistant, Dorothea Deeg MBA, addressed the issue of the planned reorganisation of the output management system at the beginning of 2014. Overall, the Deegenbergklinik attached great importance to the idea of taking the requirements and expertise of as many employees as possible into account: "Our goal was to reduce the workload for all involved", is how Deeg describes the call for tenders for the project in January 2013.

Previously, there were up to 30 different printers, copiers and scanners from different manufacturers in use at reception, in the office, in the doctors' rooms and therapy offices as well as in the kitchen. These require different consumables, which were sourced and purchased centrally through an external service provider. When this contract expired, it seemed the perfect opportunity to standardise the situation with the devices and to reorganise the management of supplies. Storing the many different consumables was laborious and needed too much space. Replacement orders were put in manually and required a lot of time. Deeg says of the previous situation: "First of all, the employee had to notice that the printer needed

new toner because the performance wasn't good enough. Then, they filled out an order. The order went to the warehouse; from there it was sent to our former service providers. The consignment arrived at the central warehouse, where someone had to locate the purchaser. Only then could it be delivered and the toner finally be changed. The whole thing took at least 30 minutes per order, and was much too complicated and time-consuming. And, what's more, our printing costs had also risen to dizzying heights." So it was high time to change something and the way to go was clear: printers and multi-function devices should come from a single source with an automatic ordering process saved for consumables.

The solution

The project was advertised in January 2013: "In total, we looked at four providers", recalls Deeg. "Deciding on OKI went hand in hand with deciding on the retailers." Bürocenter Langer is a well-respected, long-established company in Bad Kissingen. Because Langer is both the premium and service partner of the manufacturer, OKI took part in the tender process and was ultimately able to win over the Deegenbergklinik with its products and conditions.

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Dorothea Deeg, Executive Assistant, Deegenbergklinik

The benefits at a glance:

- Low printing costs
- Time savings thanks to automated procedures and effective ordering processes
- Increased transparency and cost control

In November 2013, the new devices were installed over the course of just three days with operations ongoing. While the hardware implementation, including network connection, was completed quickly and with no problems at all, it took a while for the software to run as smoothly: "It took me a while to realise that the reports didn't match. We use something called the PrintSuperVision System, which is a monitoring system that transmits data, such as who is printing how much on which device. At the same time, the order processes run automatically. It was only after a few weeks that I noticed the information in the daily reports did not lead to the same results as the data from the automated reports", explains Deeg. As a result, the software was adjusted by OKI. "They immediately took care of it and the problem was sorted out quickly. After that, it all worked properly with the monitoring as well; the devices all run smoothly and we save significantly in terms of time and money – in a nutshell: we couldn't be happier", is how Deeg sums up the result of the project for the Deegenbergklinik.

In addition to the usual device requirements of economy and being environmentally-friendly, there were still some specific requirements: "In the day-to-day running of the clinic, a scan-to-word function helps us enormously", explains Deeg in relation to the requirement profile for the

multi-function systems. "If we receive a Word document from a scan instead of a picture, we can incorporate it into the electronic patient file much more easily. OKI was immediately able to offer us this useful functionality. That was a clear advantage", says Deeg. An all-in rental contract was chosen, in which all services – such as consumables, service and delivery – are included.

The benefits

With these conditions, the rehabilitation clinic benefits from significantly lower costs during times with a very high volume of printing in comparison to the previous solution. Not only are the printing costs lowered, but in particular the amount of time saved by employees – thanks to the efficient ordering process and short workflows – has a significant impact. Only authorised employees have access to printers and then only to predefined devices or their replacement if a fault occurs. The default setting for printing is now black, which helps the company to stay within the contractually agreed quota.

Today each printer notifies OKI automatically when there is a need for supplies, according to a setting that can be defined individually. The order is sent, the IT employee is

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informed by an automatic email, and the toner is delivered via a delivery service directly to the user of the device in the correct office, even before the toner has completely run out! "This is incredibly efficient and makes our lives much easier – it has eliminated 99.9% of the work involved in ordering", says Deeg, happily. "Replacing it is really simple; even so we were all given training and now it's possible for everyone to be responsible for their own printer", explains Deeg. This leaves the IT team with more free time to use for more important things. "I also find it great how the toner replacement works. There is practically no waste, because the old toner goes into the bag and the cardboard box of the new one. The cardboard boxes are collected in our central

warehouse and collected by OKI at regular intervals, at which point they are transferred into a sustainable recycling process. This leaves us with nothing to do and, at the same time, a clear environmental conscience."

The future

Since OKI printers and multi-function systems have been installed, the clinic has been saving not only in terms of direct printing costs, but also work processes, time and money. Optimised in this way, the clinic is able to keep its focus on what is really important there: the health of the patients.

The pictures shown are for illustrative purposes only and come from image archives. They do not reflect the company's products or services.

Smart Managed Print Services from OKI is a series of practice-oriented analyses and methods by means of which OKI can check and determine a company's print-related costs and processes. OKI then analyses the customer's needs and requirements and creates an offer which is tailored to the individual customer. The employees in our Sales and Development Departments work closely together with key partners to ensure that our customers benefit to the fullest extent possible from our Managed Print Services.

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