

HEALTHCARE

A no-brainer choice for both small and large organizations



Cutting to the chase

Problem

Mixed device fleet meant unmanageable tracking and inventory

Solution

Xerox sole vendor with PaperCut embedded software

Outcome

Cost savings and improved security

Southeast Health is a not-for-profit community health system operating in southeast Alabama, southwest Georgia, and the Florida Panhandle.

Established in 1957, Southeast Health employs more than 2,700 staff and is supported by approximately 350 physicians. The 420-bed regional referral center serves the entire Southeast region.

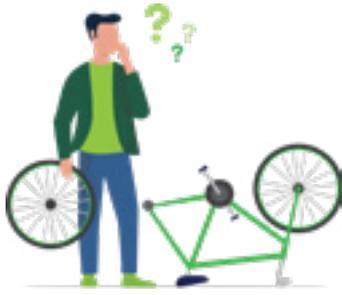
Southeast Health had a large mixed fleet of various makes and models of devices, mostly basic network printers. Device inventory and management were becoming more difficult, with several devices being locally installed adding more of these issues as well as tracking problems.

Southeast Health needed to find a print management solution to solve their tracking and inventory woes as well as recovering waste and maintenance costs.



It has helped our organization save thousands of dollars in resources and has helped tremendously improve security involving patient healthcare information

Christopher Peterman,
Epic Client Systems Analyst for
Southeast Health



Problem

Mixed device fleet meant unmanageable tracking and inventory

Southeast Health's printing troubles were due to their large mixed fleet of various makes and models of devices. Consisting of primarily basic network printers, inventory, and management of their various devices was becoming increasingly difficult.

Several of their devices were locally installed which also led to tracking problems. Shared area MFPs for several users would become a hindrance to workflow if they were down for maintenance. Staff would have to be manually directed to another workstation/device or set up a temporary device in order for workflows to continue.

"The biggest issue we faced was the financial impact of waste and maintenance costs due to the sheer number of devices and the multitude of different vendors, makes, and models," says Christopher Peterman, Epic Client Systems Analyst for Southeast Health.



Solution

Xerox sole vendor with PaperCut embedded software

Southeast Health engaged Xerox as their sole equipment vendor, who played an integral role in implementing their centralized fleet of MFPs with PaperCut as the embedded software across all devices.

PaperCut features Find-Me and Print Release solved the waste problems whilst also enabling secure retrieval of print jobs.

"The setup of the software was very easy, from importing all of our users and devices to setting up the devices and reports in the software," says Peterman

With Xerox and PaperCut, Southeast now has a manageable printing infrastructure that produces large savings and also bolsters security.



Outcome

Cost savings and improved security

Since implementing PaperCut, Southeast Health has reported savings of under \$70K in resources. They have also improved security for patient healthcare information with Find-Me and Print Release features.

A vital part of their PaperCut Deployment was when Southeast updated to Epic from their previous EHR system. Now with Epic, Southeast Health can integrate and implement PaperCut print features. This close integration is expected to achieve less waste and more cost savings and continue to improve security for patient data.

"PaperCut has allowed us to focus on a more standardized fleet of shared MFPs and drastically reduce the number of devices deployed in each department," says Peterman. "We have also gained tremendous value in improving our security posture when it comes to keeping patient healthcare information accessible to only essential users."

Southeast Health is now looking into more PaperCut features like Print Deploy and Mobility Print and is currently testing a 20.0 feature to allow load balancing a pair of application servers in active/passive configuration. This will allow for fail-over to another server in the event of unexpected downtime in one of their data centers.

Contact us to explore more benefits and features

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