

Ricoh takes a clinical approach to print optimisation

Maintaining an effective document infrastructure is critical to the day-to-day operation of hospitals, clinics and health centres. Staff working in administrative offices, on the ward and in emergency rooms are reliant upon technology which allows them to focus their attention on patient needs. Klinikum Offenbach entrusts management of its document infrastructure to Ricoh.

The Challenge

Klinikum Offenbach is a modern self-contained hospital with its own accident and emergency unit, theatres and wards. The hospital employs 2,300 people and has 900 in-patient beds. Located on the outskirts of Frankfurt, the hospital meets the healthcare needs of a large university town. More than 70,000 people are treated at the hospital every year.

A review of print and document management facilities revealed scope for significant improvement in the hospital's document infrastructure. More than 800 imaging devices - printers, copiers, scanners and fax machines - had been acquired from different vendors. The machines had different operating systems, were serviced under disparate contract terms and used unique supplies.

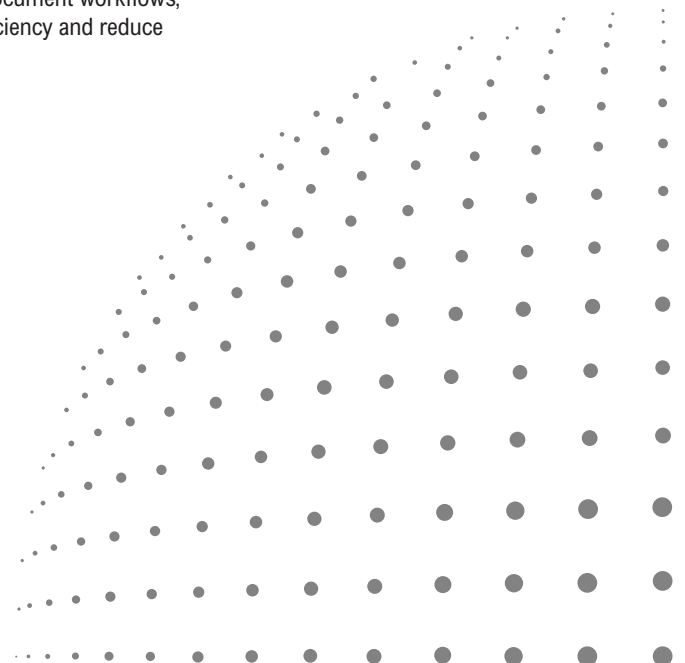
The use of inefficient technology hampered operational efficiency. Hospital staff were expected to work with a number of different operating systems. Equipment wasn't always serviced effectively and it was sometimes difficult to obtain the right toner. Many of the devices offered limited functionality and no longer met operational needs.

Management at Klinikum Offenbach realised that a refresh of the document infrastructure would help improve efficiency and reduce costs. The hospital was keen to identify a partner capable of supplying a more effective and cost-efficient solution to its imaging needs. Key requirements included a common operating system, effective service management and transparent pricing.

Ricoh's Solution

More than just another equipment supplier, Ricoh applies the principles of Managed Document Services (MDS) to help customers improve business efficiency by optimising their document workflows. Consulting with customers about their operational needs, Ricoh is able to implement bespoke document solutions which deliver ongoing benefit.

Ricoh helped Klinikum Offenbach analyse its document infrastructure, recording the usage and running costs of existing equipment and identifying ongoing needs. Armed with accurate information, Ricoh was able to develop a right-sized solution for the hospital which would simplify document workflows, improve operational efficiency and reduce costs.



More than 800 legacy devices were replaced with 500 versatile and effective multifunctional products (MFPs). Ricoh's high-performance MFPs share a simple operating system and uniform print drivers, making them easy to use. The machines combine print and copy functionality with advanced communication features such as scan to email and paperless fax transmission.

Ricoh monitors machine performance in real time using its @Remote service utility. Using the tool, Ricoh is able to resolve technical issues before they affect machine performance. To maximise machine uptime, Ricoh maintains an on-site service presence. Key systems, such as those used for patient registration, are serviced 24/7 within a two-hour time frame.

To simplify pricing, Ricoh charges a uniform price for all documents printed by the hospital. Ricoh's Pay Per Page concept is completely transparent, with a page price which includes rental, servicing and supplies. Using its @Remote tool, Ricoh collects meter readings which are used for billing and pre-orders toner and other supply items which it delivers in advance of need.

Customer Benefits

The new document infrastructure has improved operational efficiency at the hospital. Hospital staff find the new multifunctional products easy to use. The colour touch-screen operation panel provides a simple intuitive interface and, using a single print driver, they can print to any Ricoh device. The machines are, moreover, reliably maintained and readily available.

Replacing a fleet of more than 800 single function devices with a smaller, right-sized fleet of multifunctional products has helped save space whilst improving access to technology. With fewer, more cost effective devices employed, and a simple transparent pricing structure in place, Klinikum Offenbach has benefited from a 35% to 40% reduction in document costs.

Ricoh solution has simplified fleet administration. With a single service contract covering all machines, automated ordering of supplies and effective on-site service support, the hospital's administrative team now wastes little or no time on fleet administration. A single accurate and fully itemised bill covers all document costs.

In keeping with its Managed Document Services approach to account management, Ricoh's support goes further than a one-hit transformation of the document infrastructure. Ricoh continues to monitor the effectiveness of the hospital's document infrastructure. Using information gathered by its @Remote service utility, Ricoh is able to recommend further optimisation when appropriate.

Hans-Ulrich Schmidt, Managing Director of Klinikum Offenbach, recognised the positive contribution made by Ricoh to the hospital's operation, saying: "Rico has proved a reliable and effective technology partner. The new document infrastructure has simplified document processes and is delivering real benefit by allowing us to focus our resources on patient care."



- Optimised document infrastructure
- Versatile multifunctional products
- Simple uniform platform
- 35% to 40% reduction in costs
- Comprehensive service support
- Transparent Pay Per Page pricing



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