

# Print management cuts costs, increases efficiency for Thompson Health.



“We can step back, let Xerox take care of the printing technology and let us go back to what we do best: taking care of the members of the community here.”

—Tom Weibel  
Director of Materials Management  
Thompson Health

## Background

At Thompson Health in Canandaigua, New York, documents are of utmost importance. In one year, Thompson Health printed 8.675 million pages. That's 17,350 reams of paper. Despite the volume of information needed to deliver high quality patient care, the hospital had little visibility into what they spent on office printing.

After an assessment by Xerox, it became clear that key changes could significantly reduce their office print spending and boost overall efficiency. By consolidating equipment, improving user training and applying new tools and services, the hospital set out to sharpen its already strong focus on office productivity, sustainability and security.

## The Challenge

The primary mission of Thompson Health is patient care, and employees seek to spend as much time as possible practicing it. How could they enable that, while at the same time facing significant federal and state cutbacks in support?

Thompson Health had to become as efficient as possible and still maintain their high level of service. Office print management seemed an obvious opportunity. They needed insight and expertise from a true partner with proven experience.

After sending their requirements out to bid, Thompson Health selected Xerox. Part of Xerox's Managed Print Services portfolio, Xerox Print Services provides a set of services and tools that manage an organization's office printing infrastructure and reduce costs.

Xerox presented Thompson Health with a plan that included savings of over \$5,000 per month. The assistance of Xerox's professional support team, along with these savings, gave Thompson Health confidence that Xerox would meet all their needs.

Xerox planned to optimize printing efficiency, help reduce costs and also include training, so that end users were comfortable with the transition and using the new devices.

# Consolidating assets and streamlining processes help Thompson Health focus on their real business—patient care.

## The Solution

The first step was to perform an assessment to identify Thompson's costs. The team used industry-leading tools—from a tablet-based assessment design program to software installed inside Thompson's network to monitor and report on device usage.

As a result, Xerox was able to create a spreadsheet identifying annual costs associated with each office device.

By mapping the entire environment, Xerox identified the high-volume, high-dollar office printing devices within Thompson Health and replaced them with more efficient multifunction systems.

One of the first departments on board with the Xerox project was Social Work and Case Management. They replaced a time-consuming, fax-based communication process with new Xerox® technology, saving valuable time and resources.

According to a staff member in Thompson's Social Work office, "We've been able to improve our customer focus, with getting referrals out in a much quicker and more efficient way."

And Xerox® scanning helped the Records Management Office comply with the regulations driving a digitized health records processing system.

Thompson Health worked closely with the Xerox team to train, deliver and set up the technology.

## The Results

Phasing in the office print management program at Thompson Health facilitated a smooth transition and helped staff members adapt to new work practices.

Thompson Health and Xerox worked together to choose which pieces of the proposal were best to implement, at what time.

Thompson reduced office printing costs from approximately 20–25 cents per page to under a penny per page, resulting in a savings of over \$5,000 per month. Consolidation of multiple devices within departments helped drive cost and energy savings.

Protecting information security is imperative at Thompson Health. Xerox showed Thompson personnel how to scan paper documents at the system, convert them to secure pdf format that cannot be edited, and store those files electronically on an internal network drive. Password protection can be applied to the pdf documents for added security.

Xerox and Thompson Health are exploring ways to further contain costs and promote sustainability, such as introducing devices that utilize solid ink, a Xerox® technology that produces 90 percent less waste than a typical color laser product.

The comprehensive approach to office print management is delivering results: reducing costs, streamlining processes, helping meet new regulations and advancing security and sustainability. But the ultimate benefit is enabling the staff at Thompson Health to focus on their core business: their patients.

## Case Study Snapshot

### The Challenge

- Reduce costs
- Support sustainability goals
- Establish hospital-wide office security management strategy

### The Solution

- Conducted office print device assessment
- Documented print costs
- Phased in replacement of multiple outdated devices with multifunction technology
- Implemented scanning
- Provided training hospital-wide on the new equipment

### The Results

- Reduced office printing costs from 20–25 cents per page to a penny per page
- Realized savings of over \$5,000 per month
- Streamlined records management processes
- Helped digitize patient records for regulatory compliance
- Reduced energy and consumables usage
- Freed staff to focus on patient care

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