Meeting the growing demands of healthcare

Your partner for the paper to digital journey
Managed Print Services
Management of a trust’s entire office print infrastructure

What is it?

- **Design and Consultancy:** Optimise the trust’s office printing fleet, releasing space and reducing costs
- **Technology:** Supply of the latest print technology and software solutions direct from the manufacturer
- **Support:** Proactive consumables and break-fix services, improving up-time and staff productivity
- **Management:** Ongoing optimisation and management to the customer’s print environment. Underpinned by detailed MI

Why is this Important?

- **Deficit Reduction:** All trusts are posting significant deficits and need to reduce costs. MPS offers cash releasing savings and cost control
- **Sustainability:** Reduce print volumes in line with digital agenda, cutting paper use and CO2 production
- **2020 Digital Agenda:** Improved access to scanning facilities needed to scan day forward documents into EDM/EPR
- **Information Governance:** Audit trail or print, copy and scan needed to ensure adequate data security
- **Staff Productivity:** High volumes of agency staff driving up costs, removing non value add activities

Why Xerox?

- **Reference Sites:** More managed print reference sites than any other UK provider
- **Routes to Market:** Xerox is on all major MPS frameworks, CCS, LPP, HTE, CPC, Crescent. Sole supplier for hardware on CCS
- **Walk In Take On:** Ability to take on a customer’s current fleet support 3rd party during transition sharing the risk
- **Management of Multi-vendor Fleets:** Support of Xerox® and non Xerox devices. 50% of Xerox® managed devices globally are 3rd party
- **Rental:** Supply of rental devices off balance sheet – truly flexible

Case Studies

- **Sheffield Teaching Hospitals:** Xerox took on a fleet of multi-vendor, multi-functional devices, copiers and printers and implemented a fully managed, rationalised print service with on-site support. The service now integrates office print with the print on demand service, ensuring print is produced via the most cost effective route; on-site or off-site, on demand.

- **Whittington Health:** Sole supplier for office print solutions across both the Acute Hospital and 69 community sites. Benefits include significant cost savings, improved operational performance and standard SLAs, improved information governance through swipe release follow you printing that has also delivered volume reduction and control of colour printing.
Communication and Marketing Services
Management and supply of an organisation’s entire communications and marketing documentation

What is it?
- **Digital Asset Management**: Creation of single online repository for artwork and digital assets
- **Online Ordering**: Online “Amazon style” catalogue for simple and convenient call off of printed material
- **Stock Management (Pick & Pack)**: Warehousing and dispatch facilities for all high volume stock items
- **Multi-Channel Communications**: Once assets are held centrally in the Xerox® Digital Asset Management (DAM) repository these can be distributed both electronically or digitally

Why is this Important?
- **Information Governance**: Version control and template management ensuring only the latest forms and critical document templates are used
- **Value for Money**: Ensuring all print is procured at the lowest possible market rate and that print is not over ordered leading to wastage
- **Digital Agenda**: Centralised control and management of documentation is the first step understanding the volume of documentation in the organisation and what can be easily migrated to an electronic medium
- **Sustainability**: Large inventories of stock items and multiple product lines create large amounts of waste when document versions are updated

Why Xerox?
- **VAT Recovery**: As a managed service provider and not a producer Xerox® solutions allow NHS Trusts the possibility of reclaiming VAT with the 20% saving significantly more than the low single digit cost reductions available from printers
- **Office Integration**: Xerox® solutions can link MPS and external print offering a single provider capable of offering the right print solution at the best cost at the right time
- **Complete End-to-end Offering**: Xerox can provide NHS organisations with services at every stage in the document lifecycle from creation and creative design to production and distribution (electronic or physical)

Case Studies
- **Sheffield Teaching Hospitals**: Xerox provide an end to end solution for all low to high volume print needs with a Managed Print Service (MPS) and a Print on Demand (POD) service. The current print on demand service includes: supply of all medical forms, patient information documents, stationery and other key documentation, including management of a library of over 200 active print ready files.

Other value added services include general print procurement for any work not suitable for the digital print environment, supply of presentational items, large posters and banners, and the supply of paper to the trust for use with managed print service devices, located across the estate.
Hybrid Mail Services

On or off-site print and distribution of letters via the most suitable postage provider

What is it?

- **Hybrid Mail Software**: Print driver, API client or web portal to allow user to submit jobs in the most suitable format to the production centre
- **Shared Delivery Centres**: Xerox Shared Delivery Centres producing and dispatching mail items every day
- **Supply Chain**: Sourcing and stock holding of stationery and mail inserts (leaflets, maps, forms)
- **Down Stream Access**: Postage discounts through supply chain partners

Why is this Important?

- **Do Not Attend Rates**: UK average for patients not attending hospitals is 7% of appointments. On average a missed appointment costs the NHS £160 per year £11.2m or £30m for a large acute trust
- **Deficits**: The average hospital spends between £300 and £3m on postage per year. DSA discounts can reduce this by 20-30%
- **2020 Digital Agenda**: Mobile and email communications are now common place offering a big opportunity to improve services and reduce cost
- **Information Governance**: Audit trail of documents sent and returned mail essential for IG compliance

Why Xerox?

- **Routes to Market**: Xerox is on all major hybrid mail frameworks CCS, HTE, LPP. With the option to direct award
- **Postal Discounts – C9 License**: Xerox can access the highest levels of postal discounts as we have our own C9 license
- **Shared Delivery Centre**: Multiple shared delivery centres housing Xerox technology
- **Full Returns Management**: returns scanned and securely destroyed, with MI provided to update trust
- **Systems Integration**: Experience integrating with Common NHS systems iSoft PAS, Docman, etc.
- **Multi-Channel Communications**: Ability to send email, SMS and documents straight into common NHS systems (Docman)

Case Studies

- **Civica**: Provision of Hybrid Mail solutions across a number of Civica’s business process outsourcing sites. The Gloucester City Council service was live within 2 weeks (85+ users) and numerous sites have been implemented since September 2015, with millions of mail items being migrated over in phase 1 deployment.

  “The Hybrid Mail software has been extremely easy to use, requiring minimal configuration/training for the users, with any bespoke software requests accomplished instantaneously.”

  Gary Bell, Managing Director, Civica
Health Records Automation
Support transformation of an NHS trust’s health records solution from paper to digital

What is it?
• Consultancy: Solution design, process mapping and business case support
• Systems Integration: EDM, EPR, PAS and workflow scanning solution systems integrations
• Change Management: Training and change management for records staff and end users
• Legacy and Day forward scanning: Off-site high volume scanning and onsite day forward scanning services/e-forms
• Storage and Destruction: Deep storage and interim storage prior to destruction

Why is this Important?
• 2020 Digital Agenda: All NHS trust have a challenge set by the DoH to move to paper lite operations by 2020 with a digital road map to deliver this
• Operational Performance: A typical hospital has between 40 and 150 staff involved in managing paper records costs hospitals £1.5-4m per year
• Clinical Outcomes: Paper records cannot be shared and if unavailable this impacts clinical decision making
• Real Estate Strategy: Many on site record stores that remain take up valuable space that can be used for other purposes. Mobility working with the community or from multiple/remote sites
• Deficit Reduction: savings in storage, staffing and operational costs

Why Xerox?
• Reference Sites: Only provider with two complete outsourced transformations from paper to digital
• NHS Experience: Large number of NHS outsourcing contracts in the NHS, Document preparation, IG, Legal admissibility knowledge etc.
• End-to-End Solutions: Capability from consultancy, implementation, systems integration, scanning, process redesign, forms creation and day forward technology scan solutions (MFDs)
• Paper to Digital Transformation: Xerox has completed transformations at two NHS trust’s; one ranked top for digital maturity
• Technology: Proven delivery of mobile technology and OCR. Integration between with NHS systems

Case Studies
• Luton & Dunstable NHS Trust: Complete outsource of the trust’s health records service moving from a paper service to a fully electronic scan service. Benefits include release of space for clinical use, cost savings of £2m, operational improvements (4 hour A&E targets hit)
• Worcestershire Acute Hospitals NHS Trust: Complete outsource of over 100 NHS staff. Supporting 3 hospital sites. Taking on an existing NHS paper service, improving the paper solution then transforming the service with a digital health record. On-site teams scan records before clinics and consultants no longer work with paper files
8200 managed devices across the health sector

22 healthcare contracts delivered in the UK

80 million images scanned

838 million individual prescription forms delivered per year

50,000 service desk calls per year

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