

“Sírio-Libanês Hospital works on two fronts: to expand the services portfolio and reduce costs to grow profitability margins. We provide more than 40 specialties and our hospital has 429 beds, 47 being in the intensive care unit. The ongoing expansion supported by Xerox® Managed Print Services will allow us to offer our patients 710 beds until 2016”.

– Gonzalo Vecina Neto, superintendent,
Sírio-Libanês Hospital



Starting point

With a built-up area of approximately 100 thousand m² in Bela Vista, São Paulo, Sírio-Libanês Hospital (HSL) serves more than 120 thousand patients annually.

The HSL is capable of treating many more patients and wants to grow the number of beds available from 429 to 710 by 2016 with the opening of two new wings in the hospital. To be able to reach this objective, there is a need to revise the workflow system of the hospital, which has become costly and a burden on Human Resources. The workflow system also needs improving to take on these new patients.

The Hospital was looking for a supplier that could take on the task while following their long-standing sustainable principles.

Solution

HSL turned to Xerox in Brazil. As the solution proposed by the recognized services provider aligned with the goals of the client to improve operational efficiency, HSL signed a contract for Xerox® Managed Print Services (MPS).

Under the contract, Xerox® Global Delivery Center (GDC) will manage all printing devices that would handle 2.5 million pages per month produced by users in all Hospital facilities, including the new wings.

The equipment fleet was optimized and reduced by approximately 20%. Now it consists of around 700 Xerox® printing devices.

To tackle the sustainability and cost-efficiency issues, multifunction printers (MFPs) Xerox® ColorQube® 8900s were installed at the HSL. These solid ink devices were enabled with Xerox® ConnectKey® – the technology that provides enhanced productivity, security, cost control and mobile solutions. These MFPs were also equipped with smart printing meters which can generate a saving of up to 60% on document related costs.

Results

Having Xerox® Managed Print Services solution with innovative ColorQube technology has allowed HSL to improve operational efficiency through business process automation.

Throughout the delivery of the contract, Xerox was leveraging the insight gained

from monitoring and managing the print produced by HSL operations to further optimize, automate and reduce the paper based workflows within the Hospital: providing further value and productivity to the IT and clinical staff.

The hospital is now enjoying the following benefits:

- Proactive management of the entire workflow through the GDC
- Optimized equipment fleet by 20% decrease of number of devices and 60% reduction in the cost of color printing brought by solid ink technology
- Introduction of solid ink MFPs, Xerox® ColorQube® 8900, has decreased energy consumption and reduced waste associated with printing
- Xerox® ConnectKey-enabled MFPs streamlined how HSL's employees communicate, process and share important patient information in the most secure way
- Easy monitoring and control over the entire print system with reports provided by the new accounting and print control solution
- IT staff are now able to focus on their core business and can react quickly when a device needs servicing to avoid down times.



Xerox® has proved to be a trusted partner for HSL – it has not only delivered the contracted services to meet the objectives the client had, but has continuously sought for opportunities to add value for the HSL and its customers in an innovative and sustainable way.

As a result, HSL has been seeing the patient satisfaction increase. Processing of all patient information has become a lot faster with Xerox® solution on board making patients get their treatment quicker.

About Sírio-Libanês Hospital

Sírio-Libanês Hospital is a center of international reference in healthcare. Focusing on social responsibility, education and research, this hospital serves more than 120,000 patients annually and citizens benefit from public and private healthcare.

About Xerox

Xerox is helping change the way the world works. By applying our expertise in imaging, business process, analytics, automation and user-centric insights, we engineer the flow of work to provide greater productivity, efficiency and personalization. We conduct business in 180 countries, and our more than 130,000 employees create meaningful innovations and provide business process services, printing equipment, software and solutions that make a real difference for our clients – and their customers.

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