

## Print environment assessment and solutions tailored to the needs of complex Hospital environments



### Does This Sound Like Your Current Situation?

Many hospitals operate fleets of printers and MFPs in complex clinical and back office environments. Yet most lack a comprehensive view of where devices are located, how they're being used and how much they cost to operate. That lack of visibility can result in poor device utilization, unnecessarily high supply costs, reactive maintenance that leads to device downtime, and missed opportunities to enhance document-driven business processes. Lack of appropriate safeguards and management tools can put sensitive patient health information at risk, exposing hospitals to potential health information breaches that can lead to reputational damage, fines or even lawsuits.

#### Take control of the output environment.

With rising healthcare costs and resource shortages, acute care facilities must maximize cost and process efficiencies to redirect both savings and human resources on higher value patient care initiatives. Ricoh Managed Print Services for Hospitals is a suite of services and tools designed to increase visibility, control and security of the hospital-wide output environment and the business information flowing through it. This solution can help in maximizing the value of output investments by rationalizing and right-sizing a fleet, establishing formal print governance and enhancing end-user authentication and support.

#### Your Challenge: Costly printing

**Our Solution:** Unmanaged output fleets and low visibility to usage results in higher—and often unnecessary—spending on print. Ricoh can help hospitals better measure and manage output costs; with our suite of tools for optimizing usage and change management capabilities to influence end-user behaviour, you can get a firmer handle on actual print costs.

#### Your Challenge: Device downtime

**Our Solution:** Many hospitals lack resources dedicated to fleet management and maintenance. Without preventive maintenance, devices can break down resulting in downtime that hampers productivity. Ricoh can provide on-site helpdesk expertise to help manage devices and provide recommendations for continuous improvement. Our tiered approach spans various levels of resources – including frontline troubleshooters who manage service issues (paper jams and low supply indicators, for example) and asset or fleet managers providing ongoing basic analysis. For the highest level of support, Ricoh's service delivery managers can provide agency-wide strategy support for fleet management, operational processes and print policy management.

#### Your Challenge: Overburdened IT

**Our Solution:** With so many other responsibilities, IT management and support teams typically do not prioritize maintenance of the output environment. That can lead to poor visibility into the fleet, sub-par end-user support and a general lack of control over quality and costs. Ricoh's output management solutions help agencies take control of all MFP functions (copying, printing, emailing, faxing and scanning). They also enable follow-me style printing with individual user-automated print authentication via Secure Access Card from any network-connected device. And with secure job release, documents cannot be printed or taken from the output device until users identify themselves at the device.

## Managed Print Services for Hospitals



### Get an accurate view of the fleet

- Apply Ricoh's suite of tools to identify and map all components of the current output environment
- Identify and assess every device on the network
- Map out existing automated and manual steps, systems and resources used in established workflows tied to devices – identifying bottlenecks, redundancies and compliance risks

### Right-size the fleet and establish print governance

- Obtain expert recommendations for how to right-size the fleet and improve document-driven workflows and business processes
- Identify strategies for standardizing, consolidating and enhancing management of the entire fleet environment
- Develop a formal print policy that sets forth clear guidelines for how documents are printed, on what devices and with which settings while adhering to security standards

### Enhance the experience for end users and administrators

- Offer agency-wide follow-me style printing with individual user-automated print authentication via Secure Access Card from any device on the network
- Leverage Ricoh on-site support for proactive device maintenance and continuous improvement recommendations
- Automate key management and reporting tasks, including end user-level print metrics for departmental chargeback and advanced print volume management

## Putting It All Together For You

Ricoh aims to redefine our partnership with hospital customers, helping them maximize their investment in print technologies by focusing on business processes and workflow improvement initiatives that enhance the end-user experience. Ricoh's solution includes Business Process Consulting (to understand key challenges and goals), Managed Fleet Optimization (to establish print governance and reporting), On-Site Support (for preventive maintenance, troubleshooting and ongoing analysis/support for fleet right-sizing), and Output Management Solutions (to enable better access along with greater control).

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