

Healthcare

University Medical Centre
Hamburg-Eppendorf



Canon has taken over management of almost all printing systems at the University Medical Centre Hamburg-Eppendorf, achieving cost transparency and simplified workflows.

About UKE

The University Medical Centre Hamburg-Eppendorf (UKE) comprises of more than 80 interdisciplinary clinics, polyclinics and institutes cooperating across 14 centres in Hamburg. With 1,369 beds, combined with 120 beds at the University Heart Centre (UHC), UKE is one of the largest hospitals in the city. Each year the medical centre treats around 50,000 in-patients, and approximately 70,000 out-patients and 43,000 emergency patients. For the Hamburg region, a large number of therapies and complex surgical procedures – including heart, liver, kidney and bone marrow transplants – can only be performed at UKE.

Many new forms of treatment are made possible by intensive research into causes of diseases and their origins. Research at UKE concentrates on neurosciences, oncology and patient care. Further extensive research areas focus on cardiovascular disease, congenital metabolic diseases, transplantation/stem cell therapy, molecular skeletal biology and endoprosthetics. UKE employs around 5,800 employees, including 1,085 physicians and biomedical scientists, and 2,153 therapists and nursing professionals. Its medical faculty provides degree courses in medicine and dentistry.

The University Medical Centre Hamburg-Eppendorf (UKE) needed to cut printing costs and outsource complex services. With its existing leasing agreement about to expire, UKE saw the perfect opportunity to launch a complete cost-efficiency audit of its entire printer environment of over 4,500 individual systems.

Together with Canon, UKE developed a model that delivered 33% reduction in printing systems – a value proposition that is unique for public-sector and healthcare organisations of this size. UKE also substantially simplified all document printing processes using Canon's integrated services, ranging from on-site engineers to toner management.

By teaming up with Canon, UKE's Florian Benthin was able to deliver specialised services to end-users, while cutting costs. Following the pilot project in a live production environment, UKE's management chose Canon.

Challenge

"Following an extensive audit of all printing systems in 2008, we decided to outsource our entire output management to provide a consistent printing environment, combined with comprehensive services", says Florian Benthin, Head of Desktop Services at UKE. As one of the most modern and largest medical centres in Europe, UKE wanted to significantly reduce printing costs through its unique model. The legacy environment was made of 400 different models from 41 manufacturers. Not surprisingly, service levels were also extremely inconsistent across the organisation and UKE had no visibility on costs for systems maintenance, installation and operation. Each individual clinic and department was responsible for its own toner procurement, resulting in very high costs. "We were already aware of the size of the overall system from other projects.

A hospital, though, has a far more complex infrastructure than a standard organisation, not least because of the large number of buildings. We had to work together to develop a suitable solution. What's more, we also had to factor in individual requirements from medical staff into the overall model", says project leader Abdellah Hulich, from Canon Germany.

Solution

Canon deployed a custom solution for UKE's specific requirements. First UKE's new clinic was equipped with around 500 Canon systems. By the end of 2009, the second rollout phase was implemented on the entire hospital campus with its large number of buildings.

"The rollout was complex and posed many challenges for Canon and UKE. However, Canon convinced us with the quality of their systems and the operating model they delivered", explains Florian Benthin. Output quality and easy interfacing with the numerous medical applications were crucial – from printing simple patient letters to complex diagnostics. All legacy copiers under the expired leasing agreements were upgraded to Canon imageRUNNER multifunction systems across the entire campus.

Canon

Hardware-based models are a thing of the past. Managed print services are key to success.

Marcus Nickel, Canon Deutschland GmbH

In the second step, all desktop printers were replaced with Canon i-SENSYS laser printers. "In an office with four people, it makes sense to install one printer for the workgroup rather than having to maintain and support three individual desktop printers.

At departmental level, we rely on large multifunction systems with their scanning and copying functionalities", continues Florian Benthin. The infrastructure management is based on Canon's unique service model. "Managed Print Services (MPS) are a key concept for an organisation of this size. You get far more workflow support compared with hardware-based models", clarifies Marcus Nickel, MPS Business Development Manager at Canon Germany. Canon deployed its own dedicated team of engineers across the campus, and by proactively sending low-toner alerts, the integrated e-Maintenance tool allows users to focus on their work, not on replacing toner.

The project was launched at UKE's new clinic, one of the most state-of-the-art in Europe.

e-Maintenance – guaranteed customer satisfaction

e-Maintenance is a service-oriented tool which optimises the performance of Canon multifunction systems. This service model improves systems availability. A monitoring system uses on-board sensors to keep track of critical systems settings. In the event of an incident, a service engineer solves the problem either remotely or on-site. This is usually done before end-users notice any disruption. e-Maintenance automatically informs engineers about printing system status, when toner and other consumables need to be replenished, and keeps track of real-time meter readings. e-Maintenance delivers a comprehensive snapshot of systems performance, 24/7, and improves the reliability and cost-efficiencies of MFPs. The e-Maintenance customer portal gives administrators complete, up-to-date visibility of all connected Canon systems. e-Maintenance also provides better protection against unplanned downtime, manages toner centrally and automatically re-orders toner for all connected systems.

"Because we run two print servers with their own networks across the whole campus, we take the burden off the internal IT department", adds Abdallah Hulich. "Standardising hardware and consumable purchases across all areas makes our job much easier and it differentiates us from other higher education and healthcare organisations that continue to operate several printing systems in parallel, because they just happened to order from different manufacturers. We saw a clear drawback in the previous situation and so we did away with it", says Florian Benthin.



To provide continuous quick access to printers, even for the smallest jobs, to all 5,800 employees across the 35-hectare campus, UKE combined the imageRUNNER multifunction systems with 1,695 laser printers. UKE expects to cut costs by 16% over five years, totalling a saving of a seven-digit figure.

Benefits

"Today, printer and multifunction systems support is much better because it's performed by Canon's experts. As a result, we as the IT department can focus on our core tasks. What's more, we print at lower cost than ever before", Florian Benthin boasts. This is a strategic advantage for a growing healthcare organisation. Unlike many other hospitals of this size, UKE has successfully replaced its heterogeneous printer environment, eliminating its opaque cost structure, complex service model and inconsistent procurement. "Utilising the e-Maintenance assessment, UKE have been able to keep track of all costs and load them directly into the internal ERP system", adds Marcus Nickel. The exact cost for each individual printer can therefore be calculated. In addition, the number of printers deployed has dropped by over one third.

Canon's unique uniFLOW Output Manager (OM) software gives administrators complete control of the whole solution. uniFLOW OM runs on a back-end server and performs tasks such as charge-back and consumable management. uniFLOW OM will also improve printing security at UKE with features such as PIN-based usage of imageRUNNER printers. This will allow for transparent and secure system usage and data handling - a critical requirement for data protection regulations in the healthcare industry.

The Canon solution delivered ROI not just from a service, but also from a technology perspective. UKE sees the scanning feature on the imageRUNNER multifunction systems as a key enabler for future IT initiatives, including the electronic medical record (EMR) UKE has adopted for efficient, low-paper administration. "In future, the Canon systems can streamline many processes by enabling us to dramatically increase scanning operations and avoid fax messages or photocopies. We will continue to generate great value from Canon's solution as UKE introduces new workflows", concludes Florian Benthin, who sees great potential in features such as scan to email.

Before

- 41 different manufacturers
- 400 different models
- Cost per page unknown
- High procurement costs
- High procurement effort
- High service effort
- Poor usability

After

- Canon solution
- 1 manufacturer
- 10 models
- e-Maintenance
- Cost transparency
- Unified service
- Standardised processes
- Scan to PDF
- Extremely easy to use
- Secure printing

Canon Inc.
Canon.com

Canon Europe
canon-europe.com

Canon Europe Ltd
3 The Square,
Stockley Park,
Uxbridge,
Middlesex
UB11 1ET UK

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