Case study

Klinikum Passau has the remedy to reduce print costs

SanData operates the fleet of HP PageWide Pro printers

Industry
Healthcare

Objective
Continuous reduction of printer fleet costs

Approach
Testing the HP PageWide Pro printers as a replacement for laser printers as part of the HP Partner Managed Print Services contract

IT matters
• Simple administration and management of all printers via HP Web Jetadmin

• Regular printer maintenance and repair by SanData reduces the workload of the IT department. The number of incidents associated with the printer fleet has been reduced to almost zero

Business matters
• 20 per cent lower direct costs for the printer fleet by using HP PageWide Pro printers

• 70 per cent lower electricity costs by replacing laser printers with PageWide printers

• The PageWide devices do not emit fine dust, improving occupational health for employees

• The workloads of the purchasing, accounting and financial controlling departments have all been reduced due to the HP Partner Managed Services contract agreed with SanData

• Greater transparency over printing costs with the SanData contract

> **"By using the HP PageWide Pro, we have reduced printing costs by 20 per cent. We have also been able to reduce our electricity costs by 70 per cent."**
>
> – Marcel Wimmer, IT organisation department, Klinikum Passau

25 per cent more devices, 20 per cent lower costs

Thanks to its HP Partner Managed Print Services contract with SanData, Klinikum Passau has had transparency over its printing costs for many years. By using HP PageWide Pro printers, the hospital was able to reduce the costs of the printer fleet by 20 per cent, despite increasing the total number of devices by 25 per cent.

Challenge

Problem-free printing around the clock

Klinikum Passau plays a central role in the healthcare sector in Eastern Bavaria. It provides primary healthcare services for the city of Passau and specialised care as a Level II hospital for the entire region of 300,000 residents. Its 18 departments have 656 beds, which are occupied by 32,000 inpatients and 15,000 outpatients each year. Around 1,700 employees are responsible for the health and wellbeing of these patients. It is therefore the second largest employer in the region.

Well-functioning printers are absolutely essential to the daily work of the majority of its employees - patient records and information, treatment agreements, doctors' letters, patients' letters, accounting documents. Around 300,000 pages are printed each month at the hospital, almost two thirds of which are black and white, with the rest in colour.

"The printers have to work consistently well without any issues so that our doctors and nursing staff can carry out their work efficiently around the clock," explains Marcel Wimmer, who works in the IT organisation department at Klinikum Passau. It was for this reason that the hospital decided a number of years ago to outsource the administration and maintenance of its printer fleet, including ordering toner, to its IT partner, SanData.

Solution

All-inclusive contract with HP Partner, SanData

The companies agreed an all-inclusive contract which covers the leasing costs for the devices and a complete on-site service provided by a SanData employee. He proactively monitors the systems so that he can resolve problems before they cause the device to fail, for example by replacing faulty parts early. "At that time, we decided on the outsourcing model mainly due to the associated cost transparency and process cost reductions," remembers Wimmer. He outlines the benefits: "Our purchasing department no longer has to deal with ordering devices and consumables, and we only have to check one single invoice for the entire printer fleet each month. That means a lot less work for us in the IT organisation department as we no longer need to look after the hardware. With SanData, both the hardware service and the toner delivery processes run completely smoothly."

The hospital is invoiced using the Level Pay model. This means that Klinikum Passau pays a fixed monthly price for the leasing and service of the devices, plus the cost of the toner cartridges it actually uses.

Klinikum Passau had chosen HP printers before: "The HP devices we had in the past always proved to be very robust. Another advantage is that we can fully monitor and administer the fleet with the free HP Web Jetadmin software. Other providers simply do not supply a tool like this," says Wimmer.

Using HP Web Jetadmin, Wimmer and his colleagues in the IT department can manage all of the printers centrally. This means that errors can be rectified remotely and new firmware can be installed centrally. This saves the IT experts from having to walk to different parts of the hospital if a device is not working correctly. "We can also use HP Web Jetadmin to track exactly how many consumables have been purchased within a specific timeframe so that we have complete transparency over all of the data at all times."

This Managed Print Services model had proved to be very valuable for Klinikum Passau, so there was no question that the IT organisation team would extend the contract with SanData and HP when the existing lease contract expired. But it was clear that the entire printer fleet would need to be replaced, as the existing laser printers were five years old or more.

Replacing laser printers with PageWide printers
During the discussions, SanData and HP suggested replacing the majority of the laser printers with new PageWide devices from the HP PageWide Pro series. The printers feature HP PageWide technology and print with pigmented inks (which are also used in high-end digital printing machines), meaning they print twice as fast as comparable laser printers – even though the costs are significantly lower.

"The benefits of the HP PageWide Pro were immediately clear to us: We would save money both on acquiring the devices and the associated energy costs, whilst also doing something to improve our colleagues' health," explains Wimmer.

In the past, the IT organisation team had had to move some of the laser printers to new locations to avoid potentially harmful fine dust emissions for the employees. "With the HP PageWide Pro printers, none of our colleagues have to worry about their health any more," says Wimmer.

Before making the final decision to go with the HP PageWide Pro, Klinikum Passau subjected the devices to a full-scale, intensive testing process over a six month period. Three test devices were installed, in the IT and administration departments. The IT organisation departments decided to scan a comparatively large amount of documents and print a large volume of photos. The outcome: "The printing speeds were very impressive, as was the sharpness of the printed images," says Wimmer. There were some teething problems when printing labels using the side paper tray. But by working together with SanData, HP and the label manufacturer, this problem was solved by installing an additional paper tray.

Customer solution at a glance

Hardware
• 123 x HP Officejet Pro X576dw printers
• 21 x HP Officejet Pro X451dw printers

Software
• HP Web Jetadmin
• HP Access Control

HP services
• HP Partner Managed Print Services

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About the SanData IT Group

The SanData IT Group was founded in 1981 by Heinrich Straub in Nuremberg. The company has 275 employees and its 2013 revenues reached 50 million Euro across its 11 branches in Germany and Austria: Bayreuth, Coburg, Dresden, Ingolstadt, Klagenfurt, Linz, Munich, Neckarsulm, Nuremberg, Regensburg and Vienna. SanData's core competency is in IT solutions for medium to large businesses in the German-speaking area. The systems house offers its customers, such as Audi, Datev and Infineon comprehensive services from a single provider: Consultation, services, hardware, software and training – particularly in the fields of desktop solutions, digital printing solutions, security solutions, data centre solutions, document management and managed services.

Benefits

More devices, lower costs

For Klinikum Passau, the cost savings achieved due to the substantially lower electricity consumption of the HP PageWide Pro are striking. Wimmer made the following calculation: One laser printer in standby mode needs approximately 30 watts per hour. An HP PageWide Pro printer on the other hand needs just 10 watts. When printing, a laser device needs 450 watts per hour, whereas an inkjet printer uses just 30 watts. This significant difference is caused by the laser printers' fusing unit which is heated to approx. 200 degrees to ensure that the toner remains on the paper.

> "We decided on the outsourcing model mainly due to the associated cost transparency and process cost reductions. Our purchasing department no longer has to deal with ordering devices and consumables. We get a single invoice each month for the entire printer fleet. That means a lot less work for us in the IT organisation department."
>
> – Marcel Wimmer, IT organisation department, Klinikum Passau

"By using the HP PageWide Pro, we have reduced printing costs by 20 per cent. We have also been able to reduce our electricity costs by 70 per cent (approx. €6,500 per year)." The hospital was able to reduce costs despite the fact that the new contract would increase its fleet by around 25 per cent to almost 150. "The lower costs meant that we could provide the departments with more devices so that they did not have to walk as far to find a printer," explains Wimmer. "The bottom line is that we are much better off with the HP PageWide Pro than with the laser printers."

Wimmer has also identified other IT benefits in that the new devices can also be administered and maintained centrally using the HP Web Jetadmin system, and that the storage area for the consumables could be downsized: The toner cartridges were much larger than the inkjet cartridges used today – but they have the same yield. Finally, the number of incidents associated with the printer fleet has reduced significantly: "Here in the IT department, we rarely receive calls from end-users saying that the printers are not working. The devices are very stable," says Wimmer.

The IT team at Klinikum Passau is very satisfied with the changeover to the HP PageWide Pro, but there is still one area to review. In departments where a large volume of documents are scanned and faxed – such as the reception and offices – they are already thinking of replacing the HP PageWide Pro with new devices from the HP Enterprise series. These are more efficient and would open up new functionalities for the employees of Klinikum Passau. These include HP Access Control and Secure Pull Printing. This feature means that printouts containing sensitive data can only be collected from the printer with prior authentication from the relevant employee if needed.

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