Case Study

Apollo Gleneagles Hospital

ENTERPRISE PRINTING

Apollo Gleneagles Hospitals KOLKATA
TOUCHING LIVES

Leading Hospital Takes somnetics' Help to Combat Printing Hassles

Customer: Apollo Gleneagles Hospital

Customer Size:
- 425 bed
- 53 medical specialties

Vertical: Healthcare

Requirements
- Managed Printing
- Reduction in printing cost
- Better maintenance

Solution Provided
- Managed Printing and Copying
- Centralized printing environment
- Printing workgroups with print quota
- Buy back of old devices against workgroup based device installation

"By shifting the majority of our printing volume from desktop lasers to Canon devices, we have experienced a great deal in saving our printing cost."

Ranabir Saha, IT Manager

Apollo Gleneagles Hospital, is a 425 bed super-specialty hospital located at Calcutta. It is a part of Apollo hospitals group, the largest healthcare group in Asia. The hospital has more than 53 medical specialties and generates multiple types of prints in OP, IP, Diagnostics, Radiology and internal operational departments. Average print volume is 150,000 pages per month. With decentralized printing and poor control, they wanted to upgrade to a centralized network printing environment.

Business Needs

Printing in this huge organization was not properly managed because of the presence of more than 40 de-centralized desktop laser printers stationed in each department individually. Each of these printers were bought from various vendors and was subjected to various AMC. The client therefore faced maintenance problems in multiple folds.

Multi vendor situation for maintenance

Separate AMC management for separate machines, tracking consumables and toner for each one of them stationed at various departments, looking after multitude of inventories, and separate invoices. "too many AMCs had to be maintained and there were no dedicated personnel to track the

machines and their maintenance matters. Machines would lie dormant unused and neglected and damaged for months unnoticed." says Ranabir Saha, IT Manager.

Misuse of machines

Decentralized printing without proper centralized monitoring led to overuse of printing and unnecessary wastage of cartridge, papers etc. "We had no centralized control and tracking system over the printing activities of the employees. Machines and cartridge were being misused in all the 40 machines to raise the printing cost." says Ranabir.

Machine breakdown

Lack of proper training on the part of the employees would lead to frequent machine breakdown. Poor administrative control never allowed a quick uptime. Often SLA was not maintained by the vendors. "To make the matter worse, most of the departments did not know who the vendor was, as each one was bought at different point of time, may be ages back, by different people who failed to handover the required information pertained to that particular printer! The entire scenario was a plain mess." added the IT manager.

Increased administrative and printing cost

Maintaining more than 40 printers itself involves a huge expenditure. Added cost included associated stationary, consumables, toners etc.

All these issues led to user dissatisfaction and poor hard copy management.

Solution

A centralized managed printing was the only solution. Network printing along with

To combat multi-vendor hassles

- The EPM department of Somnetics implemented managed centralized network printing. 40 decentralized printers were substituted with only 3 high capacity A3 printers from Canon (Canon IR 3225). Print auditing was followed by creation of workgroups and implementation of a single window system. Only Canon machines were installed for these groups in a requirement specific ratio. Needless to say, maintaining 3 devices is much affordable than maintaining 40 of them.

- Somnetics took the responsibility of supplying spares, cartridge and other consumables to end the problems of multitude of inventories, assuring overall maintenance of all the three devices. Printing processes were streamlined with centralized installation and all consumables are stocked to reduce printer downtime.

To combat misuse of printers

- Printing work groups was created after print auditing, to find out the corrrect strategic placement of the devices. The idea of one printer per department was replaced by one printer per work-group, each one having a specific print quota.

- All printing activities were tracked and audited by PrintWARE, an indigenous print management software. A central auditing system was created.

To reduce maintenance hassles

On-site engineers were made available on call logging basis to ensure high uptime. The average resolution time was brought down to 1:30 hours per machine. The engineers also took the responsibility of imparting usage training to the staffs and encouraging the practice of duplex printing. The implementation model was fully managed by Somnet with the supply of printing facilities, LAN integration, supply of software and training.

Benefits

Cost Reduction

Printing cost was curtailed by 40%, while administrative cost was cut down by 90%. This included maintenance cost of the devices, consumables, cartridge, stationary and multitude of AMC for various vendors. With a single invoice per month and a single window system the expenses were much more streamlined, organized and well managed. "The best part was reduction of the number of devices from more than 40 to just 3. That itself gave a sigh of relief." says Ranabir. The amount spent previously for buying the papers and cartridges of 40 devices was curtailed by a significant extent. The administrators now refer to the assigned print quota while buying them.

Centrally administered printing

With a centralized printing environment all printing activities were controlled and maintained centrally and tracked by a proper print management software. A single vendor is responsible for maintaining them.

Better user experience

Up-time improved by 98%. Proper printing environment and instant training led to better user experience and a more streamlined workflow.