

The Southport & Ormskirk Hospital NHS Trust



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Jane Taylor, Senior Buyer

### Background

The Southport & Ormskirk Hospital NHS Trust provides acute healthcare to a population of 229,000 located in West Lancashire, Southport and Formby. With a bed compliment of 530 inpatient beds and 50 day case beds, the Trust employs 2,500 staff.

Danwood's relationship with the Trust began prior to the opening of its state-of-the-art Women & Children's unit back in October 2004 when Danwood won the print deployment contract at the four storey site.

Working closely with the Trust, Danwood successfully supplied a mix of 40 HP multifunctional systems and desktop printers.

In Autumn 2005, at a time when the NHS had been under significant financial pressure, the Trust put in place an ambitious financial recovery plan.

A project team, consisting of Tommy Crawford (Head of Procurement), Jane Taylor (Senior Buyer) and Ian Mendonça (Head of IT) undertook a rigorous internal Print Consolidation Review. It was subsequently discovered that there was an opportunity to use the replacement of photocopiers with multifunctional devices, to rationalize the delivery of print services and make significant savings for the Trust.

### Benefits

- To reduce the overall print and copy cost by up to 30%
- Implementation of a secure print environment by using swipe cards to retrieve confidential documents
- 80% reduction in the number of print related IT Helpdesk calls



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Jane Taylor, Senior Buyer and Ian Mendonça, Head of IT

Tommy Crawford said: "In the year 2005/06 the Trust had purchased 13,500 reams of paper which equates to 6,750,000 individual sheets costing approximately £135,000 and with colour printing eight times more expensive than black and white, this was adding significantly to the Trust's costs. Factor in the maintenance and consumables costs and it was clear that something had to be done."

Ian Mendonça added: "IT conducted a further audit of machinery to identify our requirements going forward and this helped us pull together what we believed would be an appropriate specification to go to four

potential suppliers with. What we decided to do was replace all of the printers and photocopiers throughout the Trust with a balanced deployment of laser printers and multifunctional devices under guidance issued by the Government via OGCBuying.solutions. This states that all public sector bodies should be looking to amalgamate all printing and associated communication requirements."



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Jane Taylor, Senior Buyer

## The Solution

In April 2006 the Trust engaged with the successful supplier, Danwood, and it was agreed that the replacement project should begin immediately. Jane Taylor said: "By following a balanced deployment and multifunctional device route with up to 30 people networked to each one, we could reduce our consumables costs by around 30% and still have an acceptable ratio of printers to people."

Ian Mendonça commented "While the idea of change came up against user resistance to shared devices and printing in black and white rather than colour, once the new machines were in place staff very quickly adapted working practices to make best use of the new devices.

"The replacement devices have multifunctional capability – which has made life easier for users, for example we now have distributed photocopying, faxing and e-mailing facilities, which are more readily available.

"We were pleased with the HP solution that we implemented with Danwood but were keen to ensure we retained control of the delivery process while doing all the networking ourselves. Danwood were able to assist in this by providing a phased delivery of the machines."

In September 2005 the Trust began its deployment of the multifunctional devices to approximately 2,000 network users across its two sites. The process of delivery was in stages. Firstly, the replacement of the older machines with new multifunctional devices connected to the network. This was followed by the like-for-like replacement of photocopiers with new Sharp machines where additional functionality was deemed unnecessary. This was communicated to users via email so that they were aware of the timescales: not only of deployment to their department but so that they could attend user training with the Danwood team.



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Both clinical and administrative staff used their individual desktop printers in many different ways and one of primary concerns expressed was the necessity to maintain patient confidentiality. Also as part of the financial recovery plan it was decided colour printing was an unnecessary expense and should only be used where absolutely essential. The IT team addressed these issues using the in-built security features to enable secure print storage and restrict colour printing. Essential colour printing is permitted through an in-house developed print release system to authorise print requests made via the Trust's helpdesk.



Ian Mendonça was approached by the Trust's library service who were looking to find a method of re-charging users for personal printing in the libraries. After investigating possible solutions a decision was made that the introduction of Safecom secure printing would provide this functionality. This system allows users to send a document to print, and retrieve it at their convenience from any printer by swiping their own Trust identity badge. Information captured from the identity badge enables the libraries to charge individuals for their printing.

It was also realised that Safecom would enhance the security issue for patient confidentiality and following a successful trial in association with Danwood, it has been implemented in specific areas of the Trust where needed. A side benefit of the Safecom solution is the enhanced monitoring of print and copy jobs allowing management information to be produced as necessary.

As the replacement process progressed, the Trust provided staff with the opportunity to purchase the excess printers in a closed bid auction process which helped raise revenue for the Trust. There was also an amnesty on surplus cartridges that were not HP compatible.

### The Outcome

Tommy Crawford explained: "Users were made aware of the costs incurred by the Trust as a result of printing and how these increased eight fold if users opted to print colour at around 6 pence a sheet as opposed to black and white at around 0.7 pence. When staff realised that the annual cost of printing 500,000 documents in colour could be reduced from £60,000 to £7,000 by printing in black and white they were able to appreciate how they could help the Trust make real savings."

As the new system continues to manage document production with users experiencing a 99% uptime across all the new devices, the Trust team continue to analyse and monitor usage across the Trust to identify where further improvements can be made, and reduce the overall number of devices.

Initial results are pleasing, with printer related calls logged with the IT Helpdesk falling by 80% in the first 6-9 months.

Tommy Crawford continued "We are on track to achieve a 30% saving in year one but we hope this may increase throughout the five year contract period as a result of the further roll-out of the Safecom technology."

Finally, both Ian and Jane said that without the exceptional working relationship between the IT and Procurement teams, the introduction of the new system would not have been possible. "We might know what machines to buy, but we needed the skill and expertise of the IT department and the co-operation of Danwood to get it to work in the most efficient and effective way," said Jane.