

Nottingham University Hospitals NHS Trust selects Lexmark as its partner for Smart Managed Print Services



Nottingham University Hospitals NHS Trust (NUH), a leading provider of acute and specialist services to over 6 million local residents, required a fully managed print service and new fleet of output devices, in order to streamline operational efficiencies, control costs, promote sustainability and support their digital transformation roadmap. To address these efficiency opportunities, the Trust turned to Lexmark who implemented a Smart MPS solution that would not compromise patient care. Following an assessment of the estate and close consultation with the Trust, Lexmark were able to rationalise the fleet by over 40%, to 993 robust, powerful and reliable devices resulting in savings in excess of £1M over the life of the contract.

The Challenge

With a national and international reputation for many specialist services and as one of the region's largest employers, NUH recognised the need to overhaul its existing output fleet which was largely unmanaged and reaching end of life. NUH identified the need to optimise its output infrastructure and related policies in order to: reduce costs, eliminate waste and support the drive toward digital working practices.

With NUH working towards being paperless by 2020, Lexmark proposed a parallel project to digitise patient forms, with the added option to scan information into the correct patient record within the NUH clinical systems.

Undertaking a transformational change project on this scale in a constantly changing environment, and without comprising patient care, is no easy task. With these factors in mind, NUH engaged Lexmark as they offered the most complete solution and best value for money.

Nottingham 
University Hospital
NHS Trust

The Organisation

Nottingham University Hospitals NHS Trust (NUH) provides healthcare services to over 2.5 million residents of Nottingham and surrounding communities as well as specialist services to a further 3-4 million additional people across the region. With 3 main sites, 90 wards and 1,700 beds, the hospital employees 14,000 people, making it one of the largest employers in the region.

Lexmark Smart Managed Print Services - Key Benefits:

- ▶ Calculable savings from Day 1
- ▶ Rightsizing of Equipment
- ▶ Secure Print Management
- ▶ Flexible and Transparent pricing model
- ▶ Latest Technology
- ▶ Future proof design

The Solution

After discussing and assessing the trusts' output requirements, Lexmark proposed a future proofed, enhanced new output fleet and managed service design, consisting of an optimised mix of A4/A3, colour/black & white and multifunctional devices. The Lexmark future state design represented a significant consolidation of devices and a platform on which to deliver continuous improvement, as the Trust seeks to complete more tasks digitally and at the point of care.

A 5-year Lexmark Smart Managed Print Services agreement underpins the relationship, ensuring the Trust's output estate is continuously maintained and incrementally optimised. The Lexmark Secure Print Release solution enables much improved: security, policy enforcement, user access control, and output visibility/analytics - serving as the basis to identify ongoing improvements.

Taking into account the different departments across the hospital involved in this complex rollout, the MPS implementation was completed on schedule and within 6 months. From start to finish, the entire process was a collaborative effort between Lexmark and the Trust: Lexmark successfully coordinated the implementation process across the Trust's complex estate and ensured that onsite support was continuously available. This ensured a smooth transition and enabled technical concerns to be addressed at the point where the new technology was deployed.

NUH were highly impressed at the efficiency and onsite teamwork which made the entire implementation process as easy and seamless as possible, especially in such a fast paced environment, ensuring patient care was always of paramount importance.

"Lexmark's commitment to ensuring we achieved the goal of the new fleet deployment and introduction of a managed service was always paramount in their approach. Lexmark were always available and did everything possible to ease the transition from our previous suppliers to Lexmark's fully managed print service."

Lisa Lawrence

Programme Manager at Nottingham University Hospitals Trust.

"The Lexmark devices have fitted in seamlessly into our working environment. They're smaller, more agile and most importantly they don't break. Within the NHS, we've been set a target to go paperless by 2020 and we've taken significant strides toward achieving this goal."

Lisa Lawrence

Programme Manager at Nottingham University Hospitals Trust.

The Results

NUH were able to achieve an output fleet rationalisation of over 40% which drove significant cost savings and released valuable ward space. The Trust also benefit from 20% lower page volumes (per annum) and a significant reduction in the proportion of colour printing through the introduction of a mono centric print policy.

NUH has also seen increased efficiencies through the intuitive nature of Lexmark MPS, which includes proactive consumables management for the replenishment of supplies, and the continuous improvement opportunities derived from effective management of the fleet and ongoing service reporting and governance.

In addition, Nottingham University Hospitals NHS Trust is reaping the benefits associated with the Lexmark Secure Print Management solution; in a 24/7, 365 days a year environment and with thousands of people moving within the hospital at any given time, it is imperative that devices are as secure as possible and that output is only accessible to approved employees of the Trust.

Throughout the implementation, Lexmark's ability to understand and integrate into medical systems & related processes meant they delivered a market leading solution for the Trust.

The review and introduction of clinical form digitisation is also a crucial part of the Lexmark solution which supports the Trust's pursuit of the 2020 paperless target. The creation of SMART digital forms which will be used as part of the consultation process will then be scanned in via the Lexmark infrastructure, automating the capture and routing of patient information directly into the Trust's clinical systems.

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"Our holistic approach to output management meant we could assist NUH in identifying and quantifying the total opportunity and impact of paper output. We considered the financial costs of output but we also helped minimise the operational impact on the Trust, staff and patients."

Nick Reed
Lexmark Enterprise Sales Director

"Lexmark have more than 25 years' experience in manufacturing and managing millions of output devices, placing them in some of the most complex network environments and varied physical conditions. The team continue to work closely with NUH to deliver results in line with both their financial targets and digital roadmap."

Sunny Lee
Lexmark Managing Director

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