

Helping a leading aged care provider migrate its print infrastructure to the cloud

Lexmark and **QPC Group** have partnered to produce a redesigned fleet and a fully functioning cloud-based Managed Print Service (MPS) solution for a leading aged care provider in Western Australia.

Challenges

The aged care provider had an outdated fleet comprised of 131 devices which were in need of digital transformation. The provider went to market to engage with vendors capable of updating its ageing print infrastructure to one with improved performance and modern technology. Some of the specific requirements for its new fleet included:

- ▶ MPS capability to monitor usage, consumables, maintenance, and performance across the entire fleet
- ▶ Fleet capability to assist with mobile printing and push alert notifications
- ▶ Swipe and release capability across the fleet
- ▶ Implementing a toner consumption costing model instead of a click-rate model
- ▶ Automated paper order service capability
- ▶ A strong recycling program for consumables and devices at their end of life
- ▶ Implementation of a print release solution
- ▶ Assistance capabilities to support clinical staff
- ▶ Alignment of the solution with existing IT cloud-based requirements

The requirements were designed to address the issues that the aged care provider was encountering with its existing fleet. The aged care provider's print was managed from a physical server, which added friction to its operation - something that was unsustainable in such a time-critical environment. With the inefficiency of printing taking place, digital transformation was the best answer to modernise the print infrastructure across the aged care system.

Solution

Lexmark and QPC Group partnered in 2021 to help the aged care provider transform its outdated print infrastructure into a digital print solution for its entire fleet, leveraging **Lexmark Cloud Services** to implement a Cloud Print Management solution. The new set up will deliver multiple benefits to the end customer, gaining functionality and reliability while saving in cost and time.



Lisa Spark, founder of QPC Group, says digital transformation was a necessary and crucial step in improving the print operations of the aged care provider.

"We decided to co-consult with Lexmark to assist our customer in digitising its print solutions to deliver a truly well-rounded MPS service managed from the cloud, streamlining the ongoing process of print within aged care homes. The solution not only increases mobility and efficiency of printing, but also eases the workload on nurses and on IT staff who already have so much on their plate, especially in the current environment," she said.



Prior to Lexmark and QPC Group's intervention, the aged care provider utilised tablets (operating on iCare software) as their main digital hub for patient care. However, printing was not always available from these tablets directly through Okta. This meant that nurses would need to use computers to print documents, taking away from time spent with patients. With the fleet and print infrastructure upgrade, nurses and clinical staff are now able to print directly from their tablets through Okta. In addition, QPC Group can now have the ability to better managed the fleet being able to diagnose, remote in, fix and pull live logs, particularly for remote locations this decreases fleet downtime and improve overall customer service.

Ultimately, it was decided that, at its completion, the project would install 84 devices, fully extended to iCare through Okta. The 84 devices would be comprised of 53 Lexmark XC4240 printers and 31 Lexmark A3 devices, a fleet design that aligns with the needs of the end customer. This modern fleet will provide diverse printing power and formats across the wide spectrum of documents that they print on an ongoing basis.

Lexmark and QPC Group have also worked with the aged care provider to redesign the makeup of the contract to better suit their requirements taking a more flexible approach. Rather than relying on a cost per page (click rate) model, QPC Group and Lexmark have designed a toner consumption model for the end-customer. The cost savings of this model are bolstered by the benefits of a Lexmark Cloud Print Management solution, saving vital time and money.

About QPC Group



QPC Group is a WA-based provider of exceptional managed print services and more. They pride themselves on exceeding their clients' expectations with hassle-free IT, printer and communications solutions that improve efficiencies and streamline internal operations.

QPC Group helps businesses simplify their communications through automation. They empower digital workspaces through state-of-the-art technology and facilitate a more collaborative work environment through highly effective enhancements to the audio-visual communications operations of businesses.

Contact Us

QPC Group
2 Glory Road
Gnangara WA 6077
Phone: (08) 9303 3888

Read and watch more stories of success from our global customers at

https://www.lexmark.com/en_au/success-stories.html