

/\$250k
Projected annual savings

The Right Treatment

Canon Document Management Services Help Hospital Deliver Superior Healthcare for Children



The ongoing mission of one of the nation's leading children's hospitals is to provide state-of-the-art healthcare to critically ill and injured children in its region. More than 10 years ago, the hospital engaged Canon Business Process Services to help solve challenges negatively affecting its mail, shipping and receiving and fleet management programs. The operations were not only inefficient and costly, mail and shipping problems sometimes interfered with the accurate and timely delivery of surgical supplies. Over the years, Canon and the hospital have transformed a range of document management activities that have dramatically advanced the hospital's business processes as well as its ability to ensure the finest quality healthcare services.

THE CHALLENGE

Initially, the hospital tapped Canon to help turn around a variety of mail, shipping and receiving issues that had the potential to compromise its commitment to providing top-quality healthcare. The hospital's service provider at the time did not have systems in place to accurately track accountable mail and package deliveries—including medical supplies and equipment—from the receiving dock to areas responsible for delivering critical patient care. Packages were sometimes lost or delivered to the wrong destination points. These mistakes could result in the need to reschedule surgeries, potentially disrupting the lives of children, their parents and the medical staff.

Additionally, the existing provider was not effectively managing the hospital's copier fleet: response time for resolving equipment problems was too slow, equipment downtime too high and the services too costly.

The children's healthcare provider tapped Canon Business Process Services to transform these processes.

Two important factors in selecting Canon were its many years of experience in mail and shipping, including Canon's system for accurately tracking inbound, outbound and accountable interoffice mail as well as overnight and courier deliveries, and Canon's expertise in print/copy management. The initial plan was to implement controls that would enhance the efficiency, cost and accuracy of these processes. This in turn would enable the hospital to streamline its operations and better support its healthcare goals.

THE SOLUTION

During the onset of their relationship, Canon quickly helped the hospital gain back control of its mail, shipping and print/copy operations. This included implementing a tracking system that accurately monitored the delivery of mail and packages. Originally paper-based, the tracking system was soon upgraded to include special tracking software and PDAs that could scan package labels and capture electronic signatures to verify delivery.

Canon provided the hospital with a variety of services which helped them honor their commitment to provide top-quality healthcare.

THE RESULT

Some of the key results achieved since Canon launched the comprehensive MPS program include:

- + A projected annual savings of \$250,000
- + Increased equipment uptime by 55 percent
- + Reduced costs and improved operational efficiency by replacing hundreds of single-function printers and scanners with MFDs
- + Reduced paper usage costs by 15 percent due to MFDs with optimized scan functions
- + Improved efficiency by increasing the employee-to-device ratio from 4:1 to 15:1
- + Significantly reduced the IT department's burden of managing printers, scanners and label printers, freeing up resources that were allocated to patient care software support

In addition to accountability, Canon instituted a system whereby packages were delivered according to priority levels. Refrigerated medicine, for example, was handled with higher priority and delivered before office supplies and equipment. Canon also created new mail sorting and delivery route strategies that ensured mail would be delivered faster and more accurately to more than 400 destination points within the hospital.

Because the hospital's existing copier fleet consisted of standalone copiers that were installed without any options, Canon added functionality that included fax and print capability and initiated asset management and financial accountability processes. Within the next few years, as the hospital and Canon renewed their relationship, Canon installed an entire new fleet comprised of networked multi-function devices (MFDs) with copy/print/fax/scan capabilities. This enabled the hospital to reduce costs as standalone scanners and fax machines could be eliminated and replaced by the MFDs.

Additionally, Canon assumed management of the hospital's print center, managing activities such as printing invoices, training manuals and nightly reports that were critical for providing optimal patient care. Canon also provided color production, design services and wide

format printing, which enabled the hospital to reduce costs compared with its previous approach of using outside resources to provide these services.

A significant change for the hospital occurred when it moved to a new location. Canon managed the print/copy, mail and other services during the relocation, both at the old and new facilities. This helped the hospital to enjoy a smooth transition. The relationship was again renewed, with the hospital engaging Canon to implement a full managed print services (MPS) program.

The program spans a range that includes an initial assessment and plan for continuously optimizing the operation. Canon also provides device maintenance, network support, help desk services, asset management and monitoring and reporting for a fleet that now totals more than 1,500 devices including MFDs and single-function printers. Canon's MPS program has not only significantly reduced costs and streamlined document management processes, it has also lifted the burden of print/copy management from the hospital's IT department, which can now focus more time and resources on supporting the hospital's core mission: to help improve the lives of children who need care.

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Advancing Business Performance to a Higher Level

Canon Business Process Services, a wholly owned subsidiary of Canon U.S.A., offers managed services and technology for information and document management, business process outsourcing and specialty workforce services. We help clients improve operational performance while reducing cost and risk. Canon Business Process Services has been named a Global Outsourcing 100 Leader by IAOP for the past eleven years and recognized in the Gartner Magic Quadrant for Managed Print and Content Services for five consecutive years. We have also been acknowledged by CIOReview magazine as a "20 Most Promising Legal Technology Solution Provider."

Learn more at cbps.canon.com and follow us on Twitter @CanonBPO.