



St. Patrick's Hospital

Customer Case Study

At a Glance...

Organisation: St. Patrick's Hospital, Dublin
Industry: Healthcare

Organisation Profile

Founded in 1745 by Jonathan Swift, St. Patrick's Hospital is Ireland's largest independent mental health service provider. A Not-for-Profit organisation, it is dedicated to providing the highest quality of mental health care. The hospital caters for over 3,000 admissions per year and is served by a staff of over 500.

Business Challenge

With over 110 individual printers throughout the hospital campus, IT staff wanted to optimise the entire print environment and reduce the administration overhead required to support print-related helpdesk calls.

Solution

- Installation of 10 x Konica Minolta C454e colour multi-function photocopiers (MFP) These devices provide high quality printing, copying, scanning, faxing and stapling.
- Installation of YSoft SafeQ with a "Pull Print" solution.

Benefits

- Number of print-related helpdesk calls has been reduced by over 90%.
- No capital expenditure required.
- Staff can collect prints from **any** MFP in the hospital using their swipe cards.
- Secure print process that falls in line with the Mental Health act 2011.

Spotlight Solution... The KMC 454e

- Copy /print speeds up to 45ppm in colour and black & white.
- Scan up to 160opm.
- YSoft SafeQ with a "Pull Print" solution with card readers for all staff.
- Reporting modules that give departments full volume usage reports.
- Each print is tracked and traced down to each individual staff member.

St. Patrick's Hospital Reduces Print Related Helpdesk Calls by Over 90% with a Customised Print Environment

Having acquired the devices under the **MJ Flood FLEXIPLAN**, there was no capital expenditure or engagement with a 3rd party finance company. With a staff of 500, and 300 PC users, St. Patrick's is a demanding print environment. Large volumes of documentation are printed, scanned, faxed and copied every day including medical assessments, laboratory tests, referral letters, labels and more complex booklets which invite patient feedback.

"The move to a smaller number of high quality printers has been hugely successful," comments Paul Moran, IT Manager at St. Patrick's Hospital.

Protecting Patient Confidentiality

Protecting patient confidentiality is a critical issue. Prints are only released at each device when staff are present with their staff fobs or swipe cards. Staff also have regular access to the **MJ Flood** support team, as Michael Power Jnr., Director of **MJ Flood** explains: *"Our staff make weekly visits to the hospital on set days. During this time, we assist with training for new staff or simply help with troubleshooting issues."*

Reduced Costs and Increased Transparency

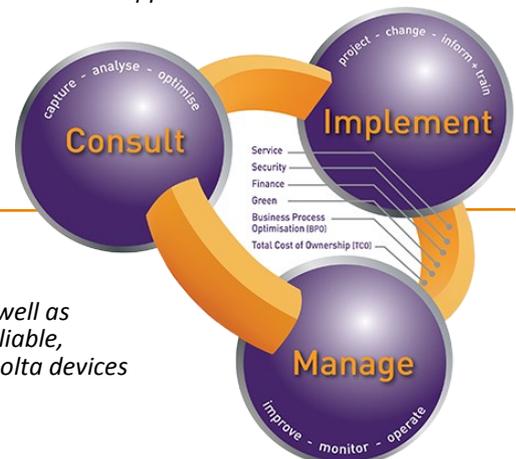
Our FLEXIPLAN provides significant cost advantages over traditional acquisition methods, with no capital expenditure. Included in this fee are parts, labour, consumables, servicing, maintenance and an agreed volume of colour print/copies per month. A regular review of print volumes is also conducted so the print environment is constantly optimised for the hospital, keeping costs to a minimum. As a not-for-profit organisation, the ability to provide print management with full transparency of costs is hugely beneficial.

"Staff no longer have to worry about processing orders for toner or parts, thanks to MJ Flood's automatic toner replenishment software and with only 4 invoices per year, this helps to reduce administration costs across a number of departments," adds Paul Moran. *"In addition, technical problems are logged directly with MJ Flood, with an agreed two-hour response time, which helps us retain precious support time for dealing with more important clinical applications."*

YSOFT
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KONICA MINOLTA



Why MJ Flood?

"It ticks all the boxes in terms of reducing administration overheads for IT staff as well as providing full transparency of costs to management. Staff can now access more reliable, higher quality devices with the "Pull Print" solution using any of the 10 Konica Minolta devices which are strategically located around the hospital."

Explains Paul Moran, IT Manager with St. Patrick's Hospital.

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