ESi
Electronic Systems

Business Outcomes:

- Financial impact of approximately $2.5 million in contract cost savings
- Initial year one cost efficiencies of $400,000
- Supply inventory requirements and associated expenses significantly reduced
- Response time for incidents dramatically lowered

ASSESSING THE ENVIRONMENT

The first steps toward implementing and managing all print services for the client required thorough assessments of their environment and workflows. Multiple ESI teams assessed each branch location to identify, tag, map and deploy monitoring for every device - nearly 3,000 individual devices, including copiers, printers, and fax machines.

Many of the 3,000 devices were broken or malfunctioning and many had been out of service for months. The underlying cause was a long term lack of break-fix support which spawned a cycle of buying new devices and storing them across locations. Existing asset management systems did not have any centralized control, so discarded devices still in good condition were not recycled to other departments. In addition to the broken and malfunctioning devices being stored, the client had multiple stocks of new toner and supplies that did not match their current fleet of devices. This caused an unexpected spike in supply purchasing to cover the shortages.

EARNING THE CLIENT

A Hampton Roads medical group with ten branch offices was continually facing budgetary pressures from a poorly managed document technology fleet. The medical group has 7,000+ employees that serve a population over 400,000.

Early engagements with the client centered on hardware modernization, but the need for comprehensive managed services to meet the support demands of their fleet and end users was apparent. After a lengthy proposal process, ESI earned an end-to-end managed print services contract.

IMPLEMENTATION & PLANNING

Due to the number of devices within the medical practice, the full implementation was broken into phases. These phases allowed for a more thorough transition to ESI's managed print services.

Phase one of the transition included the assessment and inventorying of the current fleet, including existing device and supply stocks. This was immediately followed by the onboarding of all print devices to include break/fix service and provision of all consumable supplies.

The next scheduled phase will include technology consolidation and standardization. This will analyze the trends of utilization and consolidate devices into high traffic areas; devices will then be standardized to increase ease of support and supply inventory.

Phase three of the transition to full managed print services will include software integration and process improvement to ensure that all device use is seamless and efficient.

ESI Healthcare Solution Offerings:

- Managed Print & IT Services
- Staff Augmentation
- HIPAA Risk Assessments
- Mobility & Cloud Solutions
- Interoperability Solutions
- Technical Consulting
- Medical Cart Configuration
- Mobile & Physical Security
- Data Security & Disaster Recovery
- Unified Communications
- Data Center Solutions
- Document Management integrated with EMRs