



KONICA MINOLTA



# MANAGED PRINT SERVICES MATTER TO HEALTHCARE ENTERPRISES



Given the challenges associated with public health crises, economic and regulatory conditions, hospitals, clinics and private practices need to manage operational expenses while providing reliable systems for printing. Although 76% of healthcare organizations have adopted Electronic Health Records (EHR) systems, research data indicates that 60% of print volume originates from these systems\*. Healthcare staff heavily relies on their print environment to print patient consent forms, patient records, invoices and prescriptions to provide patient care 24/7.

**Printing is critical in collecting needed health information, moving “it” across various departments and corresponding with external organizations, such as payers.**



# HEALTHCARE PRINT CHALLENGES

- The inability to identify the inventory, location and utilization of printer assets
- A greater need to predict or manage printer and supply costs
- The need to reduce the burden upon IT support staff over a myriad of printing devices acquired from various sources
- Printers are an IT resource drain (23% of help desk calls are printer-related (IDC))
- Between 5-15% annual revenue spent on document costs (IDC)

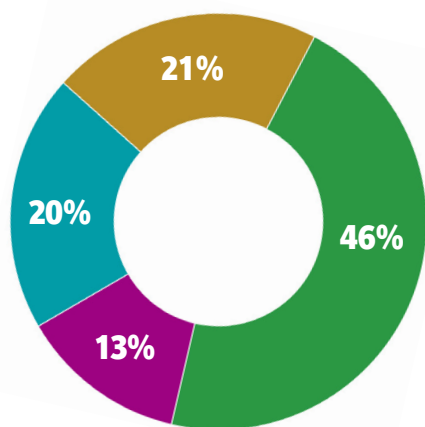
## MANAGED PRINT SERVICES (MPS) HEALTHCARE PRACTICE

Healthcare specialists within Konica Minolta's Healthcare Practice support our healthcare clients. The team will work with you to customize a MPS program to achieve your goals and targets. We will use our proven methodology to achieve results. Our healthcare clients have experienced the following benefits:

- Cost reductions equal to or greater than 27%
- Predictable financial budgeting and management
- Visibility of print infrastructure and associated cost
- Improved productivity and resource planning
- More robust security compliance standards to meet HIPAA and protection of patient information
- Increased device availability resulting in staff satisfaction and reduced stress
- Environmental sustainability

Moving our healthcare clients from an unmanaged print to a managed print environment delivers material savings to the bottom line. However, the hard costs, such as hardware, printing supplies and maintenance are only a portion of the total cost of creating documents. Understanding both visible and unseen costs is integral to controlling them and helping your organization become more efficient and profitable.

**Our specialists take into consideration your print infrastructure and document workflows in addition to focusing on the four core business areas where print costs occur:**



**Administration (13%):** Time and communication costs for ordering and organization: Which system is used where in order to print, copy, scan, or fax?

**Purchase (20%):** Including costs for depreciation, rent, leasing, and service.

**Technical Service (21%):** Repair and maintenance.

**Current Costs of Operation (46%):** Consumables and employee involvement: production processes, distances, and expenditure of time.

# HEALTHCARE MANAGED PRINT SERVICES (MPS) PROGRAM

Konica Minolta's MPS program services include:

- The Konica Minolta OneRate™ option
- Printer fleet distribution, supply management, maintenance and service
- Design, implementation and support of print solutions for EHR and industry standard applications (Microsoft, Google Chrome, other)
- Design, implementation and support for secure print and document compliance solutions and processes
- Document workflow Integration with healthcare platforms

Our healthcare clients rely on us to:

Inventory Enterprise Print Assets	Integrate Print Assets into Existing Business Processes	Reduce Print Costs
Manage Enterprise Print Assets	Improve the Efficiency of Printing & Document Workflows	Provide Predictable Cost Management
Recommend & Install Print Assets	Ensure Document Security & Compliance	Monitor, Analyze & Measure Print Statistics
Efficiently Manage Consumable Replenishment	Recommend Continuous Improvement	Recommend Continuous Improvement Opportunities
Provide Printer Services	Provide Industry Best Practices	Reduce Staff Burden

## ONERATE™

Konica Minolta's OneRate™ option is the ultimate in predictability to eliminate billing complexities associated with managing print costs. This approach is often the first step on our healthcare clients' journey towards a fully managed MPS program. Instead of multiple invoices with unexpected costs, OneRate™ provides predictable accounting with one single consistent payment. As costs for medical supplies increase, this is one beacon of stability that healthcare organizations can rely on.

### OneRate™ BENEFITS

- One consistent monthly payment, predictable budget spend
- No reconciliation or overage charges
- All escalators and supplies shipping included
- Single vendor for printer break/fix help desk service
- Fixed rate for the term

# MPS HEALTHCARE PRACTICE PROVEN TRANSITION PLANNING METHODOLOGY

The Konica Minolta Healthcare Practice team utilize a 3-Step MPS Engagement methodology:



**Capture**



**Consult App Deployment**



**Optimize**

## PHASE 1: CAPTURE

The first step in the engagement process is the assessment of your current print environment, including EHR requirements and needs. Capture methods:

### Automated Fleet Assessment

- The Konica Minolta Consult App is a lightweight Windows service application that is installed and runs on-site at the hospital/healthcare organization.
- Consult App takes less than five minutes to implement and scans, collects and stores print device-related information from your environment.
- It detects devices and captures Machine Information Base (MIB) device centric data.
- The Consult App will securely transmit the MIB device information to Konica Minolta secure cloud-based servers.

### Physical Site Survey and Site Mapping (where applicable)

- Our Healthcare consultants will perform on-site walk-throughs of designated facilities to gather information related to business processes, workflow challenges and how information moves through your healthcare organization.
- Focus assessment areas may include but not be limited to Admissions, RCM, Emergency, Surgery, Administration, Technical Services, Procurement and other high volume areas.
- Surveys will include the gathering of costs associated with print.

## PHASE 2: CONSULT

During the Consult Phase, the Konica Minolta team will utilize healthcare expertise, experience and industry best practices to analyze the data captured. Assessment and survey results are reviewed and organized delivering recommendations resulting in optimization and best business outcomes.

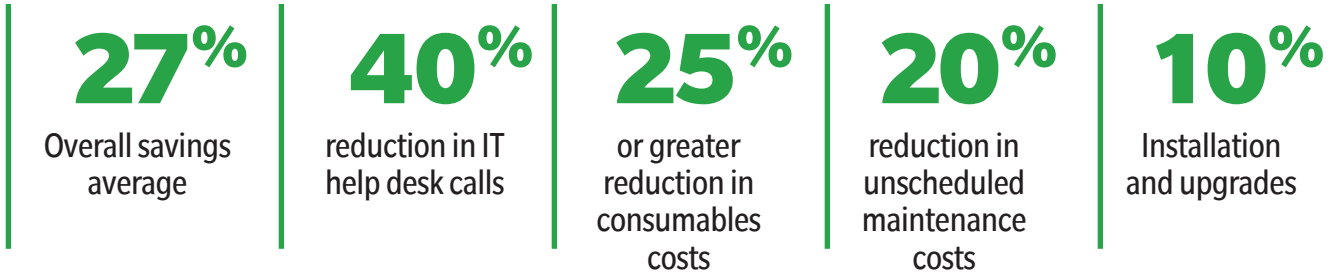
### Consult Phase areas of improvement targets:

- Cost Savings
- Business Process improvement
- Improved Efficiency
- Waste Reduction
- Process Error Reduction
- HIPAA compliance

### PHASE 3: OPTIMIZATION AND BEST BUSINESS OUTCOME RECOMMENDATION

The recommendations are designed to deliver a stable, monitored and supported print infrastructure, administered by professionals, resulting in maximum uptime and availability – a critical need when patient safety is at stake.

The recommendations will include a strategic roadmap to achieve your goals and objectives while enabling a definitive and measurable outcome. Our healthcare clients typically enjoy the following meaningful financial and operational results:



#### OBJECTIVES

- Simplify Print Infrastructure
- Reduce & Migrate Volume
- Optimize Out High Cost Devices
- Provide Device Failover
- Secure Documents & Content
- Simplify Device Authentication
- Adopt Print Policies & Governance

#### DESIRED RESULTS

- 10-1 Ratio of Employees to Output Devices
- Least Cost Routing
- Document Security- HIPAA Compliance
- Line of Business Workflow Simplification
- Device Optimization & Reduction
- OM for Printer, Scanner, and Label Printer Fleet
- Significantly Reduced SLAs





For more information on healthcare solutions and services, visit  
**RESHAPEHEALTHCAREIT.COM**

## PARTNERSHIP.

Konica Minolta can help give shape to your ideas and partner with you to achieve your corporate objectives. Contact us to realize opportunities in:

### Information Management

Enterprise Content Management (ECM)  
 Document Management  
 Automated Workflow Solutions  
 Business Process Automation  
 Security and Compliance  
 Mobility

### IT Services

Application Services  
 Cloud Services  
 IT Security  
 Managed IT Services  
 IT Consulting & Projects  
 Business Consulting Services

### Technology

Office Multifunction Business Solutions  
 Commercial and Production Printers  
 3D Printers  
 Wide Format Printers  
 Laptops, Desktops and Computer Hardware  
 Servers and Networking Equipment  
 Managed Print Services (MPS)  
 Managed Enterprise Services



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