



MANAGED PRINT CASE STUDY:
UW HOSPITALS

UW Health

REDUCED COST AND INCREASED EFFICIENCY FOR HEALTH CARE GIANT

UW Health is the health care system of the University of Wisconsin-Madison. It serves more than 600,000 patients each year and employs approximately 1,500 physicians and 16,500 staff across six hospitals and more than 80 outpatient sites.

Until recently, this health care giant purchased print devices as needed and added them to its increasingly complex networked environment.



THE CHALLENGE

As a regulated health care company, UW Health needs to protect confidential patient information, including printed records, bills and transcripts. The Gordon Flesch Company (GFC) offered a managed print solution that would eliminate unnecessary devices and provide centralized support and management for the UW Health print network.

However, many of the UW Health staff had grown accustomed to having a printer close to, or even on their desk, and resisted moving to a centrally located multi-function device.

THE SOLUTION

The imageCARE+ solution includes PaperCut secure printing software, which helps ensure confidential records are not accidentally printed or abandoned on a printer. For example, printed documents are held in a print queue so that they only print when an employee logs into a printer. And the system can confirm when sensitive documents have been delivered so the Legal Department can track all confidential patient records and personnel files.

In addition, GFC has been able to help for challenges that arose along the way. For example, UW Health uses EPIC health care software, and our business analysts were able to create custom connectors to match the EPIC workflows.

THE RESULT

UW Health estimates the solution has helped the organization recover \$300 per device in consumables. In addition, UW Health is producing 10 to 15 percent less waste from abandoned print jobs. Two years in, the printer fleet has been reduced by more than 800 machines.



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