

Alberta Health Services

CHALLENGES

- ▶ Needed a partner capable of managing their fleet of 18,000 existing output devices
- ▶ Needed a partner to optimize their output and increase availability in mission critical areas.

SOLUTIONS/SERVICES IMPLEMENTED

- ▶ Lexmark Managed Print Services to manage existing devices and to develop and execute against customer deployment principles
- ▶ Lexmark Output Management Solutions to deliver mission critical clinical output
- ▶ Lexmark's device-based Downtime Assistant Solution deployed to guard against outages

RESULTS

- ▶ Fleet reduced to 12,500 devices
- ▶ Lexmark 24/7 system wide support provides 99.96% uptime/availability

Locations:
106 Acute Care hospitals
38,667 care beds

Employees:
104,000

Lexmark devices:
12,500

Canada's first fully integrated health system