

Liverpool University Hospitals NHS Foundation Trust

Liverpool University Hospitals NHS Foundation Trust works towards 'A Greener NHS' with Lexmark Smart Managed Print Services

Within this newly-merged Trust, Aintree University Hospital (AUH) was looking to consolidate and streamline its existing print fleet, control costs and comply with the 'Greener NHS' Programme. AUH approached Lexmark to help simplify a fleet consisting of over 1,300 devices from a range of different vendors.

Challenges

AUH was running an unnecessarily complex fleet of print devices that was not only expensive to run, but difficult to manage. The lack of standardisation of device vendor resulted in increased consumables spending, excess paper wastage and a lack of security standardisation, which is vital when staff are managing and printing sensitive patient information. AUH engaged with Lexmark to review this printing environment and suggest and implement a solution to address these concerns.

Also, with the recent launch by Sir Simon Stevens, NHS Chief Executive, of the 'For a greener NHS' programme AUH were keen to demonstrate their efforts to significantly reduce paper and cartridge consumption and show smarter energy usage across the site - in line with their own paper-lite policy.

Solution

After a comprehensive and thorough audit of the current printing process across the AUH, which included an assessment of future requirements, Lexmark proposed a future proof solution that would help AUH to reduce paper output, printing costs and cartridge use whilst adopting a paper-lite approach to printing and improving security. Lexmark's proposal included a flexible smart MPS platform consisting of an optimised mix of A4/A3, colour, black & white and multifunctional devices, which aimed to promote the use of mono printing where feasible in order to reduce costs.

Standardising AUH's fleet into Lexmark throughout offered huge benefits, the single platform enabled staff to work in a more truly digital manner, removing unnecessary printing whilst providing a more efficient process for document management. This platform helped AUH to develop paper-lite processes and embrace digital transformation.

Lexmark also worked to improve the security of AUH's print environment through its Secure Print Management solution, which ensures only staff with the correct credentials can access sensitive patient information at the device, and at the point of need.



Liverpool University Hospitals
NHS Foundation Trust

The organisation

Liverpool University Hospitals NHS Foundation Trust is the newly merged Trust comprising the previously existing Aintree University Hospital NHS Foundation Trust and the Royal Liverpool and Broadgreen University Hospitals NHS Trust.

Bringing together a combined workforce of over 12,000 staff, the new Trust will serve a core population of around 630,000 people as well as providing a range of highly specialist services to a catchment area of more than two million people in the North West region and beyond.

Lexmark Smart Managed Print Services—key benefits:

- ▶ A fully rationalised, managed and networked catalogue of devices
- ▶ Streamlined business processes through the use of analytics which gives insights into fleet management
- ▶ Automated intelligence which improves and automates consumable purchases for the fleet
- ▶ Improved print security with Lexmark's secure print release
- ▶ A direct relationship with a team of experts from Lexmark who are dedicated to ensuring a health and efficient managed print service

AUH also benefit from a significant reduction in the proportion of colour printing through the introduction of a mono centric print policy.

AUH has also seen increased efficiencies through the intuitive nature of Lexmark MPS, which includes proactive consumables management for the replenishment of supplies, and the continuous improvement opportunities derived from effective management of the fleet and ongoing service reporting and governance.

Implementation

Lexmark and AUH worked collaboratively throughout the implementation process ensuring the correct devices were deployed in the correct locations to address all of AUH's pain points. This process enabled Lexmark to deliver a tailored solution that ensured each department within AUH had their unique print requirements met, whilst still minimising its costs and paper-lite objectives.

Device deployment was overseen by experts at Lexmark, who understand the technical specifications and how to ensure a smooth physical rollout of the devices within one demanding and confidence connected print infrastructure, but who are also respectful of the unique and sensitive environment they were asked to work in.

The rationalisation of devices and the successful implementation of Lexmark's Smart Managed Print Services means that AUH has reached its intended goal of reducing the previous fleet by 70%.

Lexmark's environmental focus and its 'Print less' multifunction products have allowed AUH to drive its own sustainability agenda with smarter energy and material consumption. This, together with the Lexmark Cartridge Collection Programme (LCCP), which has a zero-landfill policy, and offers an easy cartridge recycling process has enabled AUH to make its own contribution to the government's 'Net Carbon Zero' target.

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"Working with Lexmark was great. Together we planned how to best to tackle the specific and unique challenges we were facing, and throughout rollout of these devices and implementation of the print infrastructure we were able to consolidate and reduce the number of devices in our portfolio dramatically."

Jonathan Lofthouse

Director of Improvement, Liverpool University
Hospitals NHS Foundation Trust

"Previously, we were trying to manage 1300 devices from a range of suppliers. We realised this was an inefficient way to run our print infrastructure which was also costing a lot of money and time. Since the rollout with Lexmark we have reduced the number of devices to 420, gradually replacing all legacy printers with Lexmark devices."

Jonathan Lofthouse

Director of Improvement, Liverpool University
Hospitals NHS Foundation Trust

"Lexmark is delighted to leverage our expertise and experience in the UK healthcare market to support Aintree NHS with its digital transformation in a time where they are facing increased technological and financial pressures. I know Lexmark's tailored fleet of devices will accelerate Aintree's move towards a paper-lite office thus reducing paper and cartridge waste. All in the knowledge they have a high level of security to protect their patients records and other confidential information."

Martin Fairman

Managing Director, Lexmark UK and Ireland

