



PARTNER CASE STUDY

LEVERAGING MANAGED SERVICES TO IMPROVE QUALITY OF CARE AT UHEALTH

Canon Solutions America's Enterprise Managed Services Division partners with the University of Miami Health System to implement cost effective solutions for both clinical and administrative users.

IMPACTS

- MODERNIZED PRINT ENVIRONMENT
- REDUCED COSTS
- INCREASED SECURITY
- IMPROVED PATIENT EXPERIENCE
- \$3.8 MILLION PROJECTED SAVINGS
- 34% TOTAL DEVICE REDUCTION
- 24/7/365 SUPPORT MODEL

SITUATION

The University of Miami Health System provides cutting-edge patient care, delivered by the region's best doctors, and supported by the research and medical education resources at the University of Miami's Miller School of Medicine. South Florida's only university system, UHealth, is comprised of a comprehensive network of hospitals and more than 30 outpatient facilities throughout the state, with more than 1,200 scientists and physicians on staff.

Within this system, the Flagship University of Miami Hospital is a 560-bed, all private room facility, located in Miami as part of a large medical campus, which includes the Sylvester Comprehensive Cancer Center, Bascom Palmer Eye Institute, and affiliates Jackson Memorial Hospital, Holtz Children's Hospital, and the Miami VA. Together, they provide a significant source of healthcare for people throughout the region.

In 2012, the University of Miami sought a managed services partner to help them create a more efficient, cost effective, and environmentally sustainable print environment across the university, hospitals, and clinics. With a leadership team focused on the dual mission of educating the next generation of academic and medical professionals, delivering high quality, compassionate health care, it was clear that their time was better spent on their critical core business. As such, their managed services partner had to be capable of implementing and fully managing a secure, reliable, efficient, and cost effective print solution for both their clinical and administrative users. The University of Miami and UHealth awarded the contract to Canon Solutions America's Enterprise Managed Services Division (EMSD).

“[EMSD]'s solution met the needs of our health system while delivering cost savings.”
- Carmen Oliva, Director of Managed Print Services, University of Miami Office of Finance & Treasury, AVP



“[EMSD] was an excellent collaborator to the hospital during the implementation of our new print solution. They worked closely with IT to minimize risk and protect patient care.”

- Darren Roach,
Senior Manager IT, UMH

APPROACH

EMSD worked closely with University of Miami and UHealth leadership to architect a solution that would modernize and improve their existing print environment and deliver a more efficient user experience. EMSD conducted a comprehensive audit of the current printer and MFD fleet, spanning all locations. In addition to physically assessing each unit, EMSD deployed a network-monitoring tool to capture device and volume information. With this tool, EMSD was able to develop a complete baseline view of the overall print environment and the associated volumes and costs.

EMSD's discovery process also included a review of existing service and supply protocols, including on-site support staff processes, help desk workflows, and after hours support models as a means of identifying and marginalizing areas of risk for their critical care environment. EMSD's project team also worked closely with UHealth IT to understand existing device testing and certification protocols in the clinical environment in advance of the physical implementation.

Through this discovery process, EMSD identified 2,987 devices across the UHealth fleet, including MFDs, printers, fax machines, and scanners, all of which were creating a significant burden on UHealth IT. They carried a heavy operating cost, and this detracted from their otherwise strong focus on sustainability.

EMSD also discovered significant opportunities to improve upon the support model and existing service and supply workflows in both the clinical and administrative areas of the UHealth environment. Toner levels were not being appropriately managed, requests for service were not being properly prioritized, and proactive care protocols were undefined and ineffective, all of which can lead to disaster in a critical environment supporting patient care. Working in concert with University of Miami and UHealth leadership, EMSD designed a program to help them achieve their goals.

RESULTS

EMSD's solution for UHealth included a shift from their legacy fleet to new, optimized multi-function devices. To facilitate the transformation of the UHealth environment, EMSD's project team worked closely with UHealth IT to test, certify, and install all new technology, delivering a smooth and seamless implementation without impact to business activities or patient care.

EMSD also placed permanent technology support resources on-site at the University of Miami Hospital and across the surrounding campuses, and established a 24/7/365 support model designed to reduce downtime in critical care areas. EMSD's on-site resources assumed responsibility for both proactive and reactive support, and for more advanced IT-level support for the installed solution, further reducing the burden on UHealth IT and improving the end user experience.

Across the UHealth environment, EMSD reduced the total number of devices by 34%, resulting in increased end point security, lower cost, and improved end user productivity. EMSD has projected a total contract savings of more than \$3.8 million for UHealth.

Today, Canon Solutions America's partnership with the University of Miami and UHealth extends beyond just managed services and technology. Canon Solutions America provides sponsorship support for the Bascom Palmer Vision Van and Pediatric Mobile Clinic, two programs that support the underserved across Miami and beyond. Through this strategic partnership, Canon Solutions America and the University of Miami continually seek opportunities for collaborative activities that benefit the communities they serve.

THE ENTERPRISE MANAGED SERVICES DIVISION AT CANON SOLUTIONS AMERICA

Canon is a global organization able to support customers of differing sizes and across verticals, providing comprehensive resources ready to ensure your goals come to fruition in 187 countries. The Enterprise Managed Services Division innovates around the major trends in security, cloud, mobility, and analytics to deliver comprehensive enterprise programs. We design, implement, and provide ongoing support of customized workflows with mutually beneficial, strategic partnership initiatives.



For more information, contact us to schedule a capabilities presentation. EMSDINFO@CSA.CANON.COM