



IKON Case Study

Hartford Hospital

Restoring Healthy Document Management Costs

Hartford Hospital is a 830-bed acute care hospital, located south of downtown Hartford, Connecticut. It is a major tertiary care and community healthcare center, serving a statewide patient population. The hospital has been a recipient of numerous highly prestigious national awards that recognize the institution for its medical excellence as well as its work in community relations, minority recruitment and provision of health services within a diverse population.

CHALLENGE

Hartford Hospital saw its document management costs spiral upward despite deploying sophisticated hardware and software. Forms used throughout the hospital required 7,500 square feet of dedicated warehouse space and included hundreds of forms that were obsolete. Three independently managed and underutilized departments (Print Center, Copy Center and Data Center) managed black and white production requests, and color was outsourced. With print output exceeding 4.2 million impressions per month, Hartford Hospital administration realized they needed an effective document strategy.

SOLUTION

While hospital administrators envisioned a consolidated production center and Web-enabled document repository, these goals seemed outside the services and capabilities its current vendor provided. IKON sales professionals discussed with administrators the hospital's high-volume printing challenges and explained that an IKON Document Strategy Assessment might help them with their objectives. Through this assessment, IKON Professional Services consultants study and analyze the output and lifecycle of an organization's mission-critical documents and the people, costs and processes associated with them.

Hartford Hospital decided to move forward with both an IKON Document Output Strategy Assessment and an IKON Document Lifecycle Strategy Assessment. The output assessment provided key data and metrics around the hospital's production environment and assets, including utilization rates and productivity analyses, print production applications, service and supply costs, floor plans and end-user satisfaction. The lifecycle assessment evaluated the hospital's mission-critical document workflow, including the processes involved in capturing, managing, designing, printing, distributing, storing, and retrieving each form.

CHALLENGE

- Climbing document management costs
- Excess and obsolete forms
- Underutilized print, copy, and data centers
- High-cost outsourcing and delivery
- Long lead times

SOLUTION

- IKON Document Output and Document Lifecycle Strategy Assessments
- Best-in-class hardware and software solutions
- IKON Managed Services
- Consolidate production centers
- Implement print-on-demand solution for forms
- Online library for printed forms and web-enabled ordering system
- Forms Committee to eliminate redundancy

RESULTS

- Savings of \$400,000 in first nine months
- Reduced warehouse space
- 52% reduction in yearly impressions
- Elimination of costly high-speed printing devices
- Two-thirds of outsourced documents now produced in-house



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After a six-week review, IKON provided Hartford Hospital with detailed workflow improvement recommendations and a roadmap for successful implementation. IKON's recommendations included the consolidation of Hartford Hospital's three production centers into one Digital Print Center; print-on-demand forms made available through an online ordering system for forms, printing and copying; an online forms library; and a Forms Committee to ensure greater control of forms creation and versioning.



IKON worked to improve processes, reduce costs and helped provide additional services to the hospital's affiliates.



RESULTS

By following the IKON Document Strategy Assessment roadmap, Hartford Hospital implemented a best-in-class set of hardware and software solutions to its printing requirements. Through the introduction of on-demand-printing the hospital reduced its warehouse space to 125 square feet by eliminating \$100K in obsolete forms in inventory; eliminated eight high-speed printing devices; reduced the number of impressions produced from 4.2 million per month to 2.2 million per month, a 52 percent reduction; and consolidated the Print Shop, Copy Center and Data Center print operations into a single, integrated Digital Print Center, with the capability of running 20 hours daily.

The new print center, which is managed by IKON, can provide services that were not previously available to the hospital's affiliates. For example, Hartford Hospital now produces color marketing materials in-house, resulting in a 50 percent cost reduction, and has reduced the outsourcing of additional documents by two-thirds. In addition, print-on-demand functionality was enabled throughout the Hartford Hospital community, making the cost-benefit advantages of this system available to a large staff environment.

By implementing IKON's Document Strategy Assessment recommendations, Hartford Hospital realized savings of \$400,000 in the first nine months of operation. "IKON's services and recommendations clearly fit our hospital's vision," said John Biancamano, chief financial officer for Hartford Hospital.

Sharon Fried, director of materials management for Hartford Healthcare Corporation agreed. "IKON took the time to understand our vision and goals. They worked with us as a partner to develop and implement a strategy that improved our process, reduced our costs and helped us provide additional services to our affiliates."

