

York Teaching Hospital NHS Foundation Trust transforms their print fleet

CCS ESPO and YPO framework | RM3781 | Multifunctional Devices, Managed Print and Content Services and Records Information Management

A collaborative framework with CCS, ESPO and YPO has helped York Teaching Hospital NHS Foundation Trust transform their entire print fleet, reducing their existing fleet from 900 to 450 devices with little or no disruption to staff activities.

Background

The current installation was a mix of Kyocera and HP MFDs and a large population of desktop printers, no software management tools were deployed. The trust is made up of two major hospital sites (York and Scarborough) with district hospital and outreach sites across North Yorkshire with anywhere from 1 to 20 devices.

The process

In March 2018, York Teaching Hospital NHS Foundation Trust tendered through the RM3781 CCS/ESPO/YPO collaborative framework agreement for a Managed Print Service. The tender was awarded to Ricoh UK via the YPO E-tendering portal and was supported by the category team based not only on price, but the innovative approach to solutions, the breadth of process efficiencies that could be provided and the confidence in the solution being effective and reliable. The trust had worked collaboratively with Hull & East Yorks NHS Trust, and their reference was influential.

Work commenced in August 2018. A proof of concept was installed, with devices on site at both York and Scarborough, whilst the data the trust had from an independent print audit was checked for due diligence, a new fleet design produced and agreed. The number of devices proposed was around 450, a reduction from the existing fleet of over 900 devices. The existing fleet had some contracts expiring at later dates and Ricoh were able to work with the trust to position these devices in tactical locations where the full solution was not necessary. The solution was delivered and effective across all of the trust by mid-December 2018, delivered with Ricoh Project Management Methodology and little or no disruption to staff activities.





The solution

- A fleet of 450 MFDs (A3 and desktop A4, all colour) and mono desktop printers, recognising that there is not a “one-size-fits-all” solution and that single function devices still have a place.
- Equitrac Express Software, allowing follow-me print, accounting of departmental spend, and rules controlling print behaviour – not least of which is the locking out of the bulk of users from colour print/copy.
- Capture and Send Equitrac option, providing enhanced scanning functionality, including connection to the trust’s existing RightFax solution.
- Streamline NX Device management – auto collection of meter reads, auto toner ordering, auto service request placing, all devices mapped to floor plans, dashboard view of device status, template update of device settings across the network.
- The combined software solution manages all of the devices, both multi- and single-function and legacy devices from other suppliers.

The result

Post tender discussions resulted in the trust taking a load balancing solution from Ricoh to balance the solution across the York and Scarborough data centres, they have since routed much more of their applications through this solution as a preference to the one they had previously installed. So effective is this solution that on a day in 2019 one comms centre had a power outage and no user in the trust experienced any issue with print except the people in that building.

The trust were impressed with Ricoh’s work with RightFax and chose to move the support of their existing solution to Ricoh, to form a single contract.

The trust has a print centre at Scarborough, which was previously supplied by Ricoh, and August 2019 they awarded Ricoh the contract to refresh the equipment, ensuring a joined up approach to print rules that drive high volume print to the print centre.

During the installation we positioned (and staffed) devices near staff canteens, inviting them to experience the new solution and to register their ID card – so successful was this approach that the queues to see the devices were longer than the ones for food!

The trust continues to be delighted with the solution and surveys show high staff satisfaction with the new solution.