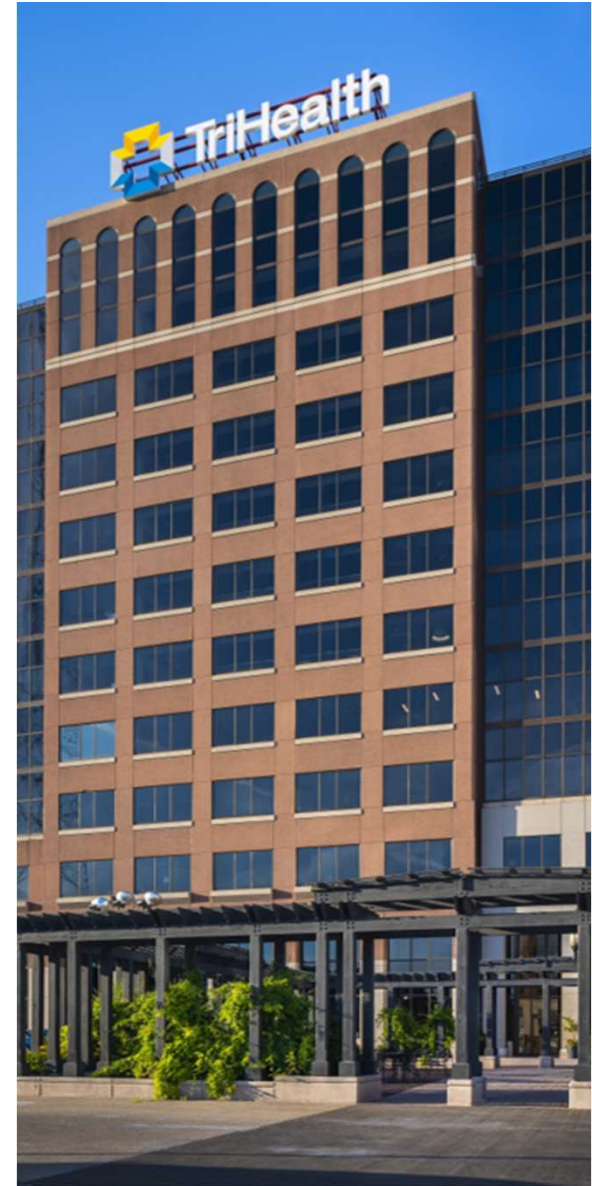




CASE STUDY SERIES

**Driving Savings with
Onsite Solutions in
Mailroom, Print/Copy,
Logistics, and Digital Mail.**





Print center for midwestern hospital system.

Challenges

Employees and contractors had key access to the combined mail and print space, allowing usage of production equipment at will and created a HIPAA compliance vulnerability.

Lack of data collection and accountability created a culture where nobody could challenge the cost/value of an outsourced print order or capital purchase.

Unequal access to production capabilities and a lack of defined process for meeting needs beyond available capabilities, enabled employees to independently seek alternative solutions.

Long turnaround times, undersized equipment, and minimal finishing capabilities further discouraged utilization of the print center.



Solution

Secured the combined print and mail center, permitting access only when mail and print staff were present and restricting use of production equipment.

Collected in-house and outsourced print data to analyze optimization opportunities.

Recommended strategic capital investments to bolster utilization of print center services.

Employed an aggressively proactive end user education campaign focusing on print center capabilities and cost accountability.

Results

Developed a job intake system that enabled the client to chargeback print expenditures to departments.

Partnered with high volume departments to demonstrate the quality and efficiency of the in-house print center and its ability to significantly reduce printing costs.

Generated an average savings of 56% per order for print jobs previously produced outside of the print center.