



A Canon Case Study

The Isle of Wight  
NHS Trust

## **CANON REDUCES ISLAND NHS TRUST'S COSTS AND ENSURES FUTURE MANAGEABILITY**

The Isle Of Wight NHS Trust provides full healthcare for the island community and nearly 3 million visitors each year. As Roger Cooper, the Trust's purchasing supplies manager explains, Canon has played a central role in defining a cost-saving print and copy strategy that also allows staff to work smarter.

### **The Problem**

Isle Of Wight NHS Trust prides itself on being flexible enough to serve the individual health needs of the island's 130,000 population, while being able to deal with the annual influx of tourists and the inevitable administration impact this entails.

Although the Trust is no stranger to working within a strictly accountable budget, it recently found itself re-examining its administrative costs as part of an NHS-wide drive to offer best possible value to patients in the UK.

"There was not historically a lot of thought or strategy involved with printing and copying output," explains Roger Cooper, "but over the last ten years or so, one has begun emerging within the trusts."

Central to this general strategy was a need to look closely at how outputting resources were procured, how they were being used, and how much they were costing.

"Copiers and printers within the Trust were being treated like water coolers – there was some ignorance about what was available on the market, and consequently, there was no order about the way they were being obtained or organised," says Roger Cooper.

The Trust had been using a variety of standalone desktop printers, copiers from several suppliers, and a reliable if somewhat outdated lithographic print room for larger print jobs. However, it had no way of identifying usage patterns in any of these areas, and therefore, only a limited knowledge of how cost effective these disjointed systems were, and no way of identifying and justifying areas for improvement.

Roger Cooper decided the Trust needed a way to clearly identify where cost savings could be made, how legacy desktop, print room and copying equipment could be replaced, and ultimately, how its 3,000 staff could use the equipment to work more efficiently.

### **The Total Approach to Technology**

"We chose Canon to advise us because of its reputation for providing first class service, and because we had access to a NHS national contracting arrangement," says Roger Cooper. "We wanted them to help us devise a best practice strategy."

During an initial consultancy period designed to audit and understand the Trust's fundamental business processes, Canon identified a number of distinct areas where outputting strategy could be vastly improved.

Firstly, the Trust had to assess how to streamline its copying arrangements in order to optimise its value for money.

"We had a number of different makes of copier, and each department had set up its own separate deal with each supplier," explains Roger Cooper. "So, we had various different leasing arrangements, with no thought put into how we could get the



Purchasing Supplies Manager Roger Cooper

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best terms available on the open market. Some leases were longer than five years and had been agreed at a not-particularly-good rate, in fact, as Canon calculated how much we were spending, it became quite horrific and obvious that these deals were ripe for improvement," he adds.

Canon recommended a solution whereby it would provide a single source of supply for all of the Trust's outputting needs, refresh its technology, and streamline its leasing into one centralised agreement that offered better value.

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Secondly, Canon extended this centralised approach by devising a plan to join both printing and copying functions into single multifunction devices that, output-for-output, would be less expensive to operate. This option would also allow staff to perform double-sided printing, to further save on operational costs, and combined scanning and faxing to reduce the cost of purchasing additional devices for these functions.

Finally, Canon recommended that the print room switch to digital printing, so that larger print jobs could be executed more rapidly, accurately and flexibly over the Trust's computer network.

## Canon's IT Solution

Canon's solution involved the replacement of desktop printers and a multitude of legacy copiers with iR2200, 2800 and 3300 combined print, copy, scan and fax devices. These devices were networked so that staff could work together, share outputting resources, and fully utilise devices allocated to specific work groups. A facility to email directly from each device is currently being trialled so that patient records, for example, can be scanned and then sent to other units immediately.

The print room was re-equipped with iR105 high volume digital printing devices, specifically designed to produce high page printing rates, pin-sharp images, and the ability to package the finished product into booklets or other presentation formats.

Canon added even more value to the Trust's best practice strategy by including a toolset that helps assess which print jobs are best performed by the print room.

"Canon's software helps us decide which jobs should go where, based on which device is the most economical to use," agrees Roger Cooper.

## The Vision Realised

The Isle Of Wight NHS Trust has dramatically lowered its outputting costs, simplified its supply arrangements and given its staff the chance to work more effectively. Most importantly, Canon has given it the tools to manage its costs on an ongoing basis.

"We have certainly reduced our costs quite considerably," says Roger Cooper, "and we're more efficient in how we're doing our work."

"Now, we know exactly how many machines we have, we know their throughput, we know how much it's costing, and we know that we can expect a single invoice for this per quarter," he adds.

"The print room in particular is now so fast and cost effective that it is allowing us to do extra work at a cost that is attractive to other trusts, which is good for our budget and means that the department is effectively self-funding," says Roger Cooper.

With Canon's support, the Trust has taken on a pioneering role with an open book on its practices that Roger Cooper hopes will see others adopting similar outputting strategies.

"We think that we might eventually be able to roll out this type of approach to surgeries and general practitioners within the NHS," he says.



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