

Case study

Beebe Healthcare

Growing health system relies on HP MPS and Original HP Supplies to focus efforts on patient care



Industry
Healthcare

Objective

Optimize print deployment, strengthen information security and free IT staff to support strategic growth initiatives for high quality patient care

Approach

Outsource print services management to vendor capable of delivering full range of services, from OEM supplies replenishment to data-driven fleet optimization and robust security roadmap

IT matters

- Scale print solution to support health system expansion and high-quality care
- Redirect IT staff time by outsourcing print management to HP
- Reduce costs and increase efficiency through data-driven optimization
- Manage and enforce print policies with HP JetAdvantage Security Manager
- Provide secure pull printing through HP Access Control
- Integrates easily with existing systems

Business matters

- Deliver high-quality care to make the county one of the healthiest in the nation
- Provide high-quality print environment impacting patient care
- Enable doctors and nurses to print as needed without interruption; downtime is unacceptable
- Enable IT staff to focus on strategic growth initiatives
- Protect patient information and clinical operations from cyberattacks with HP security solutions



“Remanufactured toner was causing problems—paper jams, alerts that the toner was low even though the cartridge was just replaced, and other issues. We just don’t get toner-related calls anymore since Original HP Supplies are part of HP MPS.”

– Clint Perkinson, director of information technology, Beebe Healthcare

Print reliability impacts staff efficiency and quality of patient care

Beebe Healthcare is a community health system committed to making Delaware’s Sussex County one of the nation’s healthiest. Printing impacts clinician efficiency and quality of patient care. With HP Managed Print Services, Beebe meets all its printing needs—from toner replacement to information security—while freeing its IT staff to focus on strategic growth.





Challenge

Seeking greater quality, security and efficiency

Beebe Healthcare is an independent community health system committed to making Delaware's Sussex County one of the healthiest in the United States. Beebe recently acquired five medical practices and initiated a \$180 million services and facilities expansion which will include a free-standing emergency department and a new specialty surgery center, as well as expanding its comprehensive cancer care program. To best focus its resources on delivering high quality patient care, the health system is eliminating cost and operational inefficiencies.

Printing is integral to Beebe's business and clinical operations. Clinicians print orders and prescriptions, and if the centralized electronic medical record is temporarily unavailable, they print patient information from a local copy of the database. Print capabilities impact the patient experience; downtime is unacceptable. IT staff at Beebe are also concerned about how much time is spent managing the print environment. The less time spent on infrastructure maintenance, the more time they can focus on strategic initiatives for expanding and improving patient care.

At one time, Beebe managed its own print environment—a prohibitively resource-intensive burden. Then for several years, it used a local provider to help manage printing. But costs rose even as the scope of services declined. Beebe sought a new MPS vendor that could meet critical requirements.

Leading with standardization

The health system aimed to standardize a print environment that had proliferated with multiple makes and models. With cybersecurity an ever-growing concern, Beebe desired better tools and techniques to protect operations and information. In addition, Beebe had a poor experience using remanufactured toner cartridges and wanted to switch to original OEM supplies. It also required an onsite technician to keep everything running smoothly.

“The security solutions, technology and the support structure really sold us on the HP environment. HP leadership stands out. It’s proactive, with major investments in research and development, and a technology roadmap targeting customers’ pain points.”

—Clint Perkinson, director of information technology, Beebe Healthcare

“Under the previous vendor, our printers were supplied with remanufactured toner and we had problems,” says Clint Perkinson, director of information technology at Beebe Healthcare.

“We would get calls directly from our users that the toner was causing problems—paper jams, alerts that the toner was low even though the cartridge was just replaced, and other issues. We just don’t get toner-related calls anymore since HP MPS includes Original HP Supplies.”

Beebe considered several providers and chose HP Managed Print Services (MPS) for its strategic security and print efficiency expertise.

Solution

HP MPS with Original HP Supplies supports scalable growth

HP MPS is a suite of scalable and flexible solutions combining hardware, supplies, solutions, and services under a multi-year contract. It enables organizations to securely manage their paper and digital document workflows while meeting environmental, mobility, and efficiency goals.

“HP approaches its relationship with us as a partnership,” says Perkinson. “It serves us all the way from a top strategic level—what we want to achieve—down to detailed planning and execution, supported by deep insights into our print environment and usage.”

HP MPS launches optimization

A quick way for organizations to improve print cost and performance advantages is to avoid non-HP toner cartridges. In addition to using Original HP Supplies, Beebe keeps its print environment running around the clock with the aid of onsite HP MPS technical support.

“HP helped us start right-sizing our environment.”

— Clint Perkinson, director of information technology, Beebe Healthcare

HP MPS also enables ongoing optimization of Beebe’s print environment. First, the HP service identified opportunities to eliminate USB-connected local printers, setting the stage to centralize management. The visibility provided by HP reporting is both holistic (encompassing the entire connected fleet), and granular (detailed down to individual printers). This paved the way for immediate efficiency gains through what Perkinson calls “lifts and shifts” to balance deployment.

“HP MPS identified printers that could be relocated or replaced to reduce costs. You don’t want an expensive, high-volume printer in a low-usage area. HP helped us start right-sizing our environment,” he says, adding that

usage visibility also streamlines departmental chargeback. “The invoice comes broken down into granular detail so that it’s easy for accounts payable to charge it out to the respective departments that pay for the print.”

Guarding against cybercrime

With ransomware attacks and hacked patient information making headline news, security is a top priority for all healthcare institutions. To mitigate risk, Beebe Healthcare is strengthening its endpoint monitoring and print-policy enforcement.

“As we reviewed our options, HP was bringing security solutions to the table for the direction that we wanted to move.”

— Clint Perkinson, director of information technology, Beebe Healthcare

“As we reviewed our options, HP was bringing security solutions to the table for the direction that we wanted to move,” Perkinson says. For Beebe, that includes printer embedded security, secure pull printing, and security management software within the MPS solution.

HP Web Jetadmin provides a simple, web-based interface to install, configure, troubleshoot, and manage both HP and non-HP networked and PC connected print devices.

Fleet-wide print security policy management

“We have HP Web Jetadmin in place now and are working through the policy management implementations,” he says. In addition, Beebe stress-tested 25 print devices using HP JetAdvantage Security Manager. As a comprehensive printing security solution, HP JetAdvantage Security Manager enables organizations to establish a fleet-wide security policy, ensure compliance, and protect workflows while safeguarding sensitive information. Further rollout is planned at Beebe, including a review of HP Access Control secure pull printing, which allows authenticated users to retrieve jobs when and where needed, through enabled network devices.

Customer at a glance

Application

Cerner Electronic Medical Records

Hardware

- HP LaserJet Enterprise MFP M527 series
- HP LaserJet Enterprise MFP M630 series
- HP LaserJet Pro M402-403 series
- HP LaserJet Pro MFP M426-427 series
- HP PageWide Enterprise printers
- HP PageWide Pro printers

Software

- HP JetAdvantage Security Manager
- HP Access Control Secure Pull Printing
- HP Web Jetadmin

HP services

- HP Managed Print Services

Supplies

- Original HP Supplies

“We’ve got 250 policies that can be controlled on our printers that help lock them down, and you can do that from an administration console,” Perkinson says. “Being able to deploy a printer and apply the policies immediately, without the ongoing need for manual effort, is a key advantage. Pull print—the ability to use your employee badge or PIN number to print to a nearby printer rather than having to map a specific one—is another powerful capability.” He adds that, in addition to reporting on the most and least used devices in the fleet, HP MPS also notifies Beebe if a device falls out of communication – another potential security risk.

Benefits

Holistic print support – toner to security

With HP MPS, Beebe Healthcare now enjoys support across all of its print needs—from toner replacement to security strategy. The health system provides high quality, reliable print services that impact patient care and strengthen security to counter ever-increasing threats.

Over time, as legacy devices reach end of life, Beebe is standardizing on HP devices for efficiency and robust performance. Statistical reporting drives optimal deployment decisions, and the solutions are scalable as Beebe grows.

“Printing is integrated into our electronic medical record system, so printer downtime has a significant impact,” Perkinson explains. “I can tell you that we don’t really get any calls about status updates anymore, other than the initial call to report a problem. And we don’t get any calls for jams or issues related to toner,” he says. “HP MPS takes a load off the team. Tickets go right through, the HP MPS tech is on it, and he keeps in communication if anything needs to be escalated. It’s a well-oiled machine.”

No longer dealing with day-to-day print management, the Beebe Healthcare IT staff members turn their attention to strategic growth, medical applications, network connectivity, and other forward-looking initiatives.

“Outsourcing our print environment to HP MPS lets us focus on supporting the best possible patient care.”

– Clint Perkinson, director of information technology, Beebe Healthcare

“We’re a growing organization that’s continuing to expand our reach—into Maryland as well as Delaware—with a big push to cut costs through automation tools and workload efficiencies,” Perkinson says. “When I first arrived here back in 2011, maintaining our print environment was a painstaking effort. That’s completely changed now.

“Outsourcing our print environment to HP MPS lets us focus on supporting the best possible patient care,” he concludes.

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