

## Case study

# Franciscan Missionaries of Our Lady Health System



HP MPS streamlines printer fleet, reduces costs, improves security, and integrates seamlessly with EMR at FMOLHS

**Industry**  
Healthcare

### Objective

To implement a new electronic health record, FMOLHS required a successful deployment of MPS to provide seamless, reliable, cost-effective printing

### Approach

FMOLHS chose a long-term MPS solution which would successfully integrate with the new EMR, meet the demanding deployment schedule, and deliver immediate results for reliable printing, incorporating automated workflow and security solutions

### IT matters

- LRS Output Management and EMR software integrated for effortless production
- HP Web Jetadmin activates a standard configuration through a command center to meet the rigorous roll-out timeframe
- Toner supply automatically monitored and maintained
- Consolidation of printer fleet by nearly 30%

### Business matters

- Streamlines costs by more than 30% with HP MPS
- Reliable printing avoids delays and delivers seamless workflow
- Improved print reliability and performance boosts productivity for IT and healthcare staff
- Scalable HP MPS solution provides flexibility for business growth
- Accurate data reporting of the print environment helps identify ongoing improvement strategies
- Security foundations in place for roll-out of HP Security Manager and HP Access Control to bring secure features to network printing



**“We made a decision to adopt a new EMR and we wanted a long-term collaboration with a print partner with a proven success in healthcare. That was HP.”**

– Frank Sewell, Director of IS Resource Management & Compliance, FMOLHS

### **Flexibility for business growth with HP MPS at FMOLHS**

When the Franciscan Missionaries of Our Lady Health System decided to upgrade its electronic medical records solution, it wanted to ensure it had a robust, flexible and cost-effective print platform in place to support it. FMOLHS turned to HP Managed Print Services, streamlining costs by more than 30%, and reducing the print fleet by more than 1,000 devices. The scalability of HP MPS provides flexibility for business growth and a foundation for security solutions.



## Challenge

### Replacing standalone legacy printers

The Franciscan Missionaries of Our Lady Health System (FMOLHS) is a leading healthcare innovator in Louisiana, currently providing care to more than 75% of the state's population. It brings together outstanding clinicians, the most advanced technology, and leading research to ensure that patients receive the highest quality and safest care possible. This commitment is grounded in a history that is more than 100 years old, but reflected today by a strategic vision of transforming healthcare through superior performance and excellent patient care.

FMOLHS had over 3,000 legacy standalone copiers and printers, however, it desired a true Managed Print Services (MPS) solution. Ongoing growth had made it costly and time-consuming to maintain the fleet and ensure optimal performance. With the imminent transition to a new electronic health record, it wanted to introduce a more scalable, flexible, and cost-effective approach to printing.

"We were fast approaching the full go-live transition, which drove our timing with MPS," explains Frank Sewell, Director of IS Resource Management & Compliance, FMOLHS. "We wanted to move forward swiftly to get a new vendor in play before we went live."

FMOLHS looked at the workload and the cost efficiency ratio and decided that it would prefer to have the new managed print solution in place and built for the EMR go-live, so as not to continually push additional changes in the organization. Part of the RFP process was this requirement to design and deploy in a tight timeframe.

"Changing out your electronic medical records is a 20-year decision, and not something we do lightly because it interrupts the entire hospital revenue stream for months if not a year, that's why we engaged HP for a seven-year contract," says Sewell. "We knew we wouldn't change out printers or print vendors in any length of time either, so we tied it all nicely to long-term planning for everybody."

**"It was important to me and our CISO that the printers are able to be secured. We incorporated security solutions into HP MPS to allow us to effectively manage print security in the future."**

— Frank Sewell, Director of IS Resource Management & Compliance, FMOLHS

The hospital wanted to introduce multifunction devices to the environment but there was no centralized management tool such as FMAudit®, and previously each printer had been managed individually. With the growing number of printers, this process had become cumbersome. FMOLHS needed visibility and an easier way of managing the entire fleet: a comprehensive solution that would provide the full site picture as well as management rights to the whole environment.

"We targeted three weeks to build and roll out 1,200–2,000 printers so that we would have time to do the EMR project," adds Sewell. "HP met all the criteria we had in the RFP, which was pretty impressive. We knew the reputation of HP, so we were expecting that if HP said they could deliver it, they would."

## Solution

### Fast and widespread deployment

FMOLHS selected a number of models from the HP printer portfolio, including HP LaserJet Enterprise flow MFP M830z, HP Color LaserJet Enterprise flow MFP M880z, HP LaserJet Enterprise MFP M630 and HP LaserJet Enterprise M506x. They also deployed a range of software solutions for enhanced management, security and access control such as LRS Output Management, HP Security Manager, HP Web Jetadmin and HP Access Control.

**“It’s a lot easier now to see where the costs are going and we have gained substantial savings of more than 30%.”**

– Frank Sewell, Director of IS Resource Management & Compliance, FMOLHS

More than 1,800 devices were rolled out within six weeks across 70% of the geographical state of Louisiana, with HP installing up to 140 printers every day during that period. HP also removed and recycled the legacy hardware.

“We were all well aware that a schedule this aggressive had not been attempted and that we were facing special challenges, especially since we were working with the EMR and other vendors,” he said. “And we encountered just about every kind of challenge imaginable, including a visit from the US President and Vice President that shut down all traffic, as well as other, predictable factors in Louisiana,” continues Sewell.

“HP helped us close out all of the necessary processes with the legacy equipment and physically move it out and ship it back to the vendor. We rapidly became an almost entirely HP shop overnight. Without HP working in partnership with us, we would not have been able to do it,” says Sewell.

One of the important factors for FMOLHS during the RFP process was confirming both technical capabilities and successful experiences integrating with EMRs and relevant solutions, such as LRS Output Management. LRS enables organizations to streamline output and print environments by eliminating print servers, printer specific hardware, software, and printers while providing simple yet powerful tools for managing application output.

“HP was the only provider at the time that had successfully implemented a remote host solution with the new EMR vendor through LRS. That was a huge factor,” says Sewell. “We wanted a proven comfort level and while we could have technically pursued something else, that experience was a significant advantage from HP.”

FMOLHS prepared for a technical dress rehearsal to ensure the back-end build, LRS, drivers, HP Access Control, and PIN printing were operational and integrated before go-live.

“We wanted ID badge printing with HP Access Control. With this secure PIN printing and additional secure printing methods, we would shore up what we knew were gaps,” remarks Sewell. “We wanted to predictably roll it out and cover as many of the anticipated future challenges as possible, so we incorporated the security elements, such as HP Security Manager, from the start.”

## Benefit

### Speed and flexibility at lower costs

The new HP MPS solution is much easier for the IT team, with automated toner alerts, simple configuration and true visibility of each device. A managed program makes it more cost-effective and reduces user frustration.

**“We made a long-term decision to adopt a new EMR and we wanted to treat printing as a long-term collaboration with a proven success in healthcare. That was HP.”**

– Frank Sewell, Director of IS Resource Management & Compliance, FMOLHS

“Before HP MPS, we had complaints about very basic issues – ‘I don’t have toner,’ ‘The printer doesn’t work or it’s jammed,’ or ‘I can’t get a service tech here.’ Those are very basic requirements I expect to be handled on a proactive basis,” Sewell says. “Now they are.”

“The most visible aspect of MPS is the toner,” he explains. “I never wanted to talk about toner again! Toner has a massive impact.” The organization wanted printing to be seamless with no thought to toner and paper. “Proactive maintenance and toner for reliable printing go a long way in keeping people happy,” he says.

## Customer at a glance

### Hardware

- HP LaserJet Enterprise flow MFP M830z
- HP Color LaserJet Enterprise flow MFP M880z
- HP LaserJet Enterprise MFP M630
- HP LaserJet Enterprise M506x

### Software

- HP Security Manager
- HP Web Jetadmin
- HP Access Control
- LRS Output Management

### HP services

- HP Managed Print Services (MPS)

Sewell also recognizes the benefits of rolling out settings centrally. "It's fantastic: when we need to reconfigure for a security patch or to make things faster or better, we can globally push it out there, and we can see which printers are responding and which ones aren't," he comments. "That's something that we used to have to send a service tech out for to poke around, leading to a huge delay in user support. We can see which ones need attention, while HP is proactively handling the maintenance."

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The new HP MPS solution also provides total cost transparency, enabling FMOLHS to reduce costs. At the same time, consolidating the fleet from 3,000 plus to around 1,800 reduces hardware costs and energy consumption.

It is complicated to calculate print costs if the environment is not managed. "There were small budgets and costs for toner in so many nooks and crannies of the organization, it was difficult to identify them all. Visibility of total costs was impossible," he says.

"Now everything is coming in with consolidated invoicing," says Sewell. "We have two schedules for the leases and one per quarter for the page costs, so it's a lot easier to figure out where costs are going. I can say we leveraged savings of substantially more than 30%."

The healthcare organization is now well placed to better serve its employees, and more importantly, its patients. Despite a drive towards a paperless vision, it finds itself printing more than ever. Ensuring print output is secure, high quality and reliable, at an affordable cost is key.

"In our paperless environment, we print more than before, which is pretty consistent with everybody across healthcare. With the new EMR, we print more because the charts are different, so every time a patient leaves our facility, they get discharge instructions, which have fact sheets about the diagnosis and meds as required by law," continues Sewell. "We have to sign contracts physically because we don't have an electronic signature solution yet that everybody will accept. So if you're doing contracts or charts, everything gets signed and scanned back in using the HP printers."

Ultimately, the new HP MPS platform enhances the patient care that FMOLHS can deliver, contributing to better healthcare outcomes. It also boosts efficiency and ensures that fast printing and scanning capabilities are always on hand.

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"Any delays in healthcare impact patients. If you delay a patient's discharge orders and they are trying to get home after having chemo, their entire day is interrupted, so it's affecting patient care. It's possible that refrigerated meds are going to be off by the time they get home," concludes Sewell. "It's a significant problem and we have to be cautiously aware at all times. Are there delays affecting people's lives? Removing any need to worry about print takes a huge load off our minds, for which we're very grateful to HP."

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