

Bringing  
Order to  
Output  
Chaos

# Case Study: Emanuel Medical Center

## COMPANY PROFILE:



Emanuel Medical Center is a not-for-profit, community-based Christian hospital. Its 403-bed medical campus includes a 209-bed acute care hospital, a 145-bed skilled nursing facility and a 49-bed assisted living facility. It provides emergency, critical care, pediatric, cardiology, cancer diagnosis and treatment, women's health services, surgery, and hospice services.

### IT Staff:

— 4 Desktop, 20 total

### Employees:

— Over 1,400

### Printer Fleet:

— 200 networked HP LaserJet printers  
— 25 Kyocera laser printers  
— Additional Xerox and Panasonic MFP's

### Client Since:

— October 2010



## PROBLEM:

# Finding the Cure for an Unmanaged Printer Fleet and an Overburdened IT Staff.

## SOLUTION:

Encompass initiated our **Managed Print Services**, which changes a *previously reactive service to a proactive solution* for all network printer needs.

This resulted in the following:

- The Help Desk Technicians are no longer responsible for printer support.
- The Materials Management Department is no longer responsible for inventory control or dealing with spent toner cartridge supplies.
- A daily, onsite certified technician responds instantly to every service call.
- A simplified billing process is provided with comprehensive reports and cost analysis.
- End users are no longer burdened with changing toner.

## ANNUAL SAVINGS:

# \$20,000\*

\*Hard Costs: 30% on general office printing or \$20,000 saved annually.

# 960 Hours\*

\*Time Savings: 20 hours/week saved, 960 hours saved annually. Reflects Help Desk Administrator and Materials Management Dept. time savings combined.



encompass

9935 Horn Road, Suite A  
Sacramento, CA 95827  
Phone: 916 737-6360  
Fax: 916 737-3100

[www.managedoutput.com](http://www.managedoutput.com)

97 Glen Carran Circle  
Sparks, NV 89431  
Phone: 775 972-8200  
Fax: 775 972-8215

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