



Consolidated fleet leads to streamlined processes.

From an aging disparate print fleet that was hard to manage, to an upgraded and optimised fleet with a managed service solution.

A FUJIFILM Business Innovation Australia customer success story.

The Business Challenge

An Australian Aged Care provider was dealing with a disparate print fleet which was making IT management very difficult. There were many different printer models from the same vendor, the order and delivery processes were slow, and the number of different drivers and consumables made the management of the system very challenging.

Staff lacked direction on what model printer was applicable for their requirements, and they had devices on separate contracts and at different lifecycle stages. Too much energy was being used to manage the system instead of trying to improve the service levels and fully utilise the print fleet's potential.

The IT department's focus was on supporting the print solution, monitoring print queues, maintaining print servers, and not on the organisation's digital transformation. This was also out of step with the future direction of the organisation. Plans were in motion to move to a new enterprise resource planning (ERP) cloud-based solution, along with a new electronic medical record (EMR) system.

The provider's requirements were to:

- Refresh an aging fleet to align with current technology
- Lower the total cost of ownership
- Maintain and improve end-user satisfaction and productivity
- Simplify implementation and network consideration
- Simplify contracts and pricing structure
- Single vendor responsibility
- All devices to be managed by the single vendor

The Solution

FUJIFILM Business Innovation Australia collaborated with the Aged Care provider to design a solution that would centralise control of the organisation's print, and simplify the printer fleet by providing a standard set of models.

The first stage was to reduce the number of models in the fleet so that regardless of location, the printer model would support the type of work being done. This provided conformity and simplicity to the network and reduced the management required for consumables and IT intervention.

The key elements of the solution were:

- Consolidation of all devices into FUJIFILM Business Innovation Australia
- Replacement of devices that were below the required specified threshold
- Retention of devices to ensure their maximum serviceable period
- Recommendation of standard devices to match the type of work being performed on them
- Upgrade of the 'Follow Me' print solution to the majority of the print fleet
- Implementation of a robust print usage control program
- Hosting of the print environment for the fleet
- Single point of contact for print-related issues

Key Customer Benefits

Streamlined Process

The new agreement consolidated all contracts into a single agreement and provided the Aged Care provider with the flexibility to increase or decrease their print fleet in line with the organisation's requirements. By enabling linkages from their devices to SharePoint and OneDrive, staff could digitally onboard at any device location. The provider also enjoys a 'low touch' solution where FUJIFILM Business Innovation Australia can manage the entire print solution through a fully hosted environment.

Customer Experience

The Aged Care provider has noted the improvement in visibility. They are now able to view usage reports, set print rules, rely on auto-replenishment, and monitor network connections remotely.

Cost Savings

The solution has delivered significant cost savings across the existing FUJIFILM Business Innovation print fleet, and that will increase as all other brands are removed from the network.

The Future

FUJIFILM Business Innovation Australia's dedicated project team has worked hand-in-hand with the Aged Care provider to deliver this solution. Over the length of the contract, FUJIFILM Business Innovation Australia will become the sole print supplier for both hardware and software, including hosting the print environment.

Together we are working to deliver a world-class solution that will take this Aged Care provider into the next phase of their journey, with a focus on cloud-based solutions.

Your Next Step is a conversation

We work with healthcare providers across Australia to develop solutions that work for their businesses. We do not believe in point-solutions, we believe in discovering the areas where value can be created and supporting the development of transformation programs in co-creation with our clients.

Arrange for one of our FUJIFILM Business Innovation Australia healthcare specialists to talk to you today, simply call us on **13 14 12** or complete a webform at [fujifilm.com/fbau/en/aged-care](https://www.fujifilm.com/fbau/en/aged-care) and we will get in touch with you.

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