

Restructuring the arrangement for an exceptional customer experience.

From a Managed Print Service customer to a single contract with 'Follow Me' print and workflow automation.

A FUJIFILM Business Innovation Australia customer success story.

The Business Challenge

An Aged Care provider (and long-term FUJIFILM Business Innovation Australia customer) was looking to move towards a value-based agreement that incorporates all costs into a single contract.

They were also looking to include 'Follow Me' print and additional software to enhance reporting and assist with digital onboarding, along with support, maintenance, and services.

The Aged Care providers key objectives were:

- Standardise brands and models across the organisation
- Control and lower total print costs
- Reduce carbon footprint
- Ability to print anywhere, monitor and report on user behaviours and usage
- Security of patient care plans and critical data
- New flexible technology with intelligent workflows and automation
- Higher service quality delivery
- Simplicity of contract design

The Solution

The long-term FUJIFILM Business Innovation Australia customer has enjoyed the benefits of a Managed Print Service for over 7 years. The FUJIFILM Business Innovation Australia team has a close working relationship with the Aged Care provider's staff, delivering state-of-the-art 'fit for purpose' devices that consistently meet or exceed the service level requirements. These devices have been easy to use and represented good value to the organisation.

Key Customer Benefits

Customer Experience

The print fleet is monitored daily by the FUJIFILM Business Innovation Australia Service Delivery Consultant (SDC) and attended to by allocated FUJIFILM Business Innovation Australia DocuCare personnel with daily visits to major sites. And activities are reported quarterly via the Key Performance Indicator Report to the Aged Care provider.

The FUJIFILM Business Innovation Australia Service Delivery Operations Manager and Account Manager attend fortnightly meetings to record, advise and assist with resolving network connectivity issues as they arise and contribute to

an accurate issue register, measuring resolution times and actions taken by both parties.

The Account Manager has been consistent in the account since 2004 and has driven objectives to reduce operational costs, recommend fit-for-purpose equipment, and align business applications to desired outcomes.

Better Reporting

FUJIFILM Business Innovation Australia provides Platinum Level Support through an assigned Technical Account Specialist. This provides proactive and reactive incident management, monthly reporting and immediate attention to major incidences, root cause analysis reports including network recommendations, assistance and instructions, scripts, and solution application support to reduce the IT burden on the provider.

Cost Savings

The Aged Care provider is now able to monitor and manage costs by assigning expenses to cost centres now that all printers, software, and services are under one contract. This has provided an accurate allocation of costs to specific cost centres.

The Future

The Aged Care provider and FUJIFILM Business Innovation Australia have been discussing the next phase of this partnership. By using the existing software to facilitate document scanning via the print fleet, this can then feed into automated processes that deliver documents to workflows, action areas, and data repositories. This will deliver productivity gains to the Aged Care providers network for all administration and clinical areas.

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 and we will get in touch with you.

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