

Liverpool Womens NHS Foundation Trust

Liverpool Women's NHS Foundation Trust selects Lexmark as its partner for Smart Managed Print Services

Liverpool Women's NHS Foundation Trust (LWH), a specialist provider in the health of women and babies, required a fully managed print service and new fleet of output devices, to streamline operational efficiencies, control costs, promote sustainability and support its digital transformation roadmap. To address these efficiency opportunities, the Trust turned to Lexmark and adopted a smart Managed Print Services (MPS) solution designed to improve processes and efficiency without compromising patient care.

Challenges

As a specialist Trust for women and babies, among the 50,000 patients that pass through their doors each year, LWH delivers over 8,000 babies, cares for 1,000 babies on their Neonatal Unit, undertakes almost 10,000 gynecological procedures, and carries out over 2,000 cycles of IVF. LWH has a national and international reputation as a specialist provider, and in approaching Lexmark, recognised the need to overhaul its existing expensive and unmanaged print fleet to reduce costs, eliminate waste and support a drive towards digital working practices.

LWH's legacy fleet consisted of 50 different printer models from seven different manufacturers, creating an unnecessarily complex and disparate environment that was not only expensive, but complicated to manage. The lack of standardisation was also compromising output efficiencies and consequently, delaying vital processes.

Like other trusts, LWH also needed to respond to the NHS' 2020 "Paperless Challenge". As few hospitals can make the jump from paper-based processes to fully digital in one step, LWH turned to Lexmark to review their existing fleet, and suggest and implement a solution to support their journey.

Solution

After a full audit of the printing process across the Trust, which included an assessment of future requirements, Lexmark proposed an enhanced output fleet and managed service design, consisting of an optimised mix of A4/A3, colour/black & white and multifunctional devices. The Lexmark solution consolidated devices by over 30% and provided a platform on which to drive continuous improvement, supporting the Trust's aim to complete more tasks digitally at the point of care.



Liverpool Women's
NHS Foundation Trust

The organisation

Everyone at Liverpool Women's NHS Foundation Trust (LWH) has a common goal: to provide excellent healthcare and be the recognised leader in this field for women, babies and their families, in a safe, friendly and caring environment.

Lexmark Smart Managed Print Services—key benefits:

- ▶ Calculable savings from day one
- ▶ Rightsizing of equipment
- ▶ Secure print management
- ▶ Flexible and transparent pricing model
- ▶ Includes the latest technology and future proof designs

The five-year Lexmark Smart Managed Print Services agreement was developed to ensure ongoing optimisation and maintenance of the Trust's output estate, with an implementation that was fast, simple, and completed on schedule within four weeks. Lexmark also implemented its Secure Print Release solution to support security, policy enforcement, waste avoidance, user access control and output visibility and analytics.

Implementation

Strong senior stakeholder support from the internal team at LWH meant that staff were aware of the benefits of the new output infrastructure and associated software. This ensured that the implementation phase was fast, efficient and well-received by end users. The approach meant that the newly installed Lexmark MPS devices immediately became productivity tools across the organisation, helping to improve information access and support the introduction of more efficient digital processes.

Through close collaboration with LWH staff, Lexmark ensured the main focus remained on helping the Trust to become more productive and efficient.

Results

The Lexmark MPS implementation has consolidated LWH's devices by over 30%, with a 70% reduction in spend and a 20% reduction in page volumes on a year on year basis.

Efficiency was also increased by the intuitive nature of Lexmark MPS, which includes proactive consumables management for the replenishment of supplies, and the fleet management capability through ongoing service reporting and governance. LWH plans to now use this project as a platform to adopt further "paper light" initiatives through a modular approach.

In addition, LWH is benefiting from the Lexmark Secure Print Management solution, ensuring printed output is only accessible to approved employees.

A Blueprint for Excellence

The Liverpool Women's digital transformation team are keen to collaborate with NHS Trusts who would like to leverage their experience of effectively managing output as part of a broader digital strategy.

As a Fast Follower to GDE Royal Liverpool and Broadgreen University Hospitals NHS Trust, the LWH team have engaged with Trusts such as North Tees and Hartlepool Hospitals NHS Foundation Trust (a fellow Fast Follower to the RLBHUT), in order to share their Smart MPS project blueprint and recommendations for maximising savings, patient safety, data security and efficiency benefits.

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"In any transformation programme there will always be challenges, however the Lexmark team were on hand to support us throughout the process and provide ideas and consultancy at every stage. The systems work well, and through robust governance and regular data analysis will make sure the programme continues to be a success."

Jaki Allen

Programme Director at Liverpool Women's, NHS Foundation Trust

"Our holistic approach to output management meant we could assist LWH in identifying and quantifying the total opportunity and impact of paper output. We considered the financial costs of output but we also helped minimise the operational impact on the hospital, staff and patients."

Nick Reed

Enterprise Sales Director UK and Ireland, Lexmark Global Services

"Lexmark has more than 25 years' experience in manufacturing, managing and servicing millions of output devices globally, placing them in some of the most complex network environments and varied physical conditions—we have adapted this experience to address the specific needs of the Healthcare sector, and that of our National Health Service, which continues to be faced with unprecedented financial and efficiency pressures. We take pride in the success of this partnership with LWH to date, and our team will continue to work closely with LWH to deliver incremental gains in line with both their financial targets and digital roadmap as this develops."

Martin Fairman

Managing Director, Lexmark International Ltd