

Customer Application Story

Swansea NHS - Trust



SiteAudit

Customer Profile:

National Health Service (NHS) – Swansea is an important provider of health care services in Wales. It operates multiple hospitals with over 9,000 employees.

Printer Fleet Situation:

Typical of most organizations, there was no accurate printer inventory, cost tracking or understanding of printer utilization and service reporting. In short, it was an unmanaged printer environment with 14 different printer makes and 150 models.

Swansea NHS - Trust Objectives:

- Identify current inventory by location
- Determine print volume and utilization
- Identify all costs and their sources
- Provide incident notification
- Provide standard & custom management reports
- Provide ongoing data & analysis that optimizes cost streamlining and service performance

Reason for SiteAudit Purchase:

Swansea NHS – Trust has a large deployment of local and Network printers. Netaphor SiteAudit’s™ agent-less discovery of local printers and ability to track printer utilization to the department level would help optimize printer deployment. Also, with SiteAudit’s notification capability, the NHS help desk knows about and can respond to problems before users do.

Ongoing cost tracking and cost reduction in areas such as printer consumables, hardware support were also important.

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Swansea NHS – Trust Deployment:

- Total printers 1,026; 85% are local printers
- 150 different models; 14 manufacturers
- Annual impressions is 7,700,000; 1.5M labels
- Color output is 26%; 2% is copy; 1% is duplex
- Estimated operations costs in excess of £350,000
- Average printer age is 7.7 years

Using SiteAudit to Reduce Costs and Improve Service:

- Printer utilization, estimated savings 8%
- Problem: 75% of printers <500 pages/month
- Action: Redeploy to maximize lower operating cost printers; capacity plan printer purchases
- Supplies & operations, estimated saving 12%
- Problem: Inefficient supplies management
- Action: Just in time order processing
- Help desk & service, estimated savings 10%
- Problem: Reactive support, 250 unresolved incidents over 2 hours; downtime 7,000 hours
- Action: Proactive notification to reduce resolve times; set policies to curb recurring problems

Product Satisfaction Comments:

“The first step was printer inventory visibility, which SiteAudit performed brilliantly. Now tracking our costs and responding to service issues before users call gives us complete printer fleet control,” said Greg Wonnacott, Swansea Principal Support Officer

Customer Satisfaction with Reseller - ELCOM Ltd.:

“To gain control over our printer spend we needed Elcom as our trusted advisor. They brought in SiteAudit and proved right away what it could save us; then made its deployment a painless process,” Steve Morgan, Swansea Head of IT

Netaphor Software, Inc.

Founded in 1997 and headquartered in Irvine, Calif., Netaphor Software, Inc. develops and sells asset management tools that help companies control printer costs and improve service. The company has developed OEM enterprise printer management applications for 5 of the top 10 printer vendors. Netaphor is a ventured-funded company.



SiteAudit Solution

SiteAudit is business process software designed for the medium-to-enterprise size organization. It can reduce costs by over 30 percent by managing all four phases of the asset lifecycle: Plan and Deployment, Inventory and Manage, Service Maintenance and Upgrade, and Asset Retirement. Unlike system management solutions, SiteAudit can discover all printers on a network—whether directly attached to a PC or connected through a network—and has the capability to manage their costs and report on their service. SiteAudit won the 2006 Gartner Group Print & Imaging Best Software Award.

SITEAUDIT APPLICATIONS

- Printer Asset Cost Management
- Assessment & Procurement Planning
- Print Outsource Decisions
- Usage Chargeback
- Service Level Agreements
- Compliance & Governance

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ELCOM ITG

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