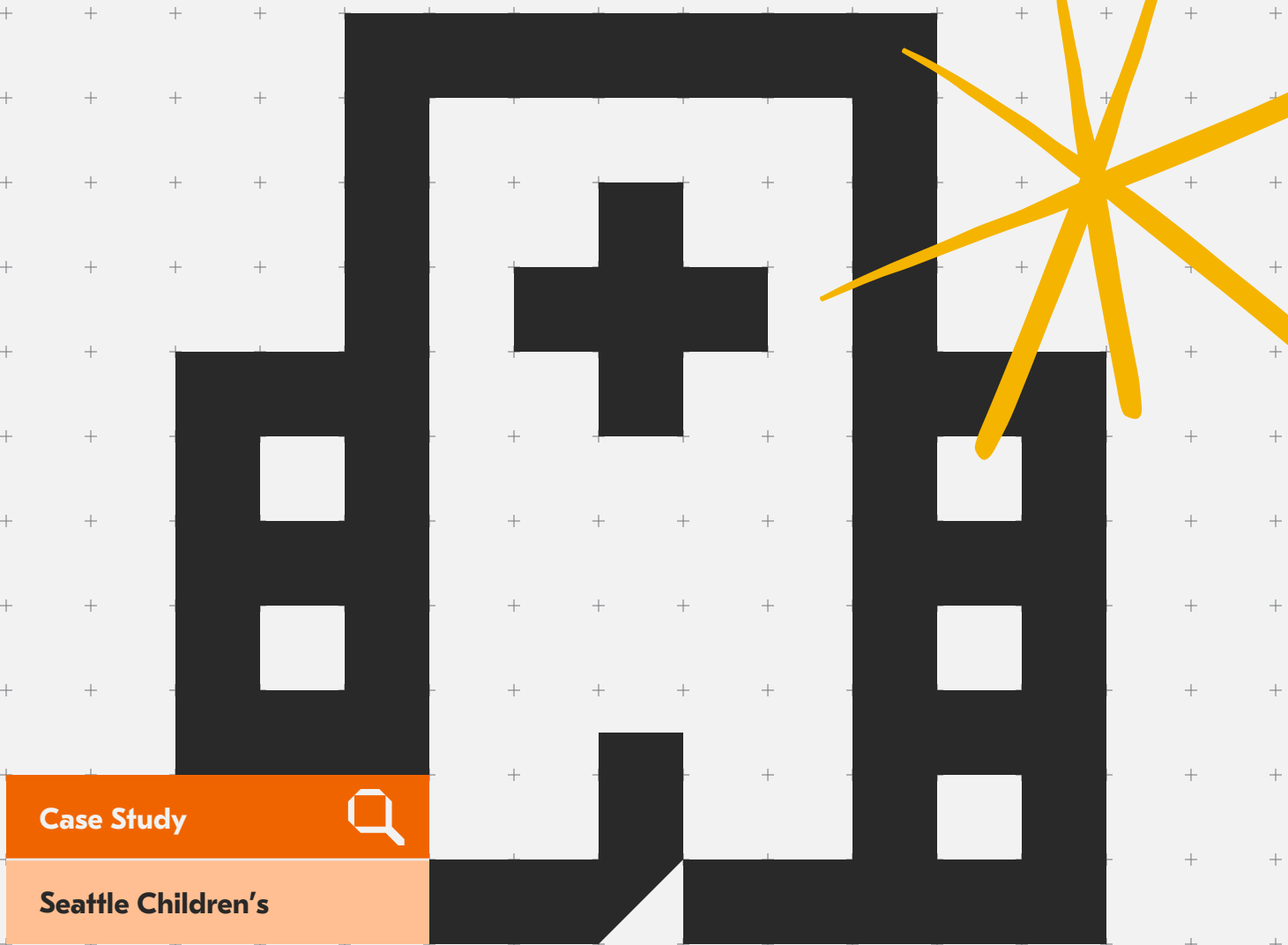


Kyocera Helps Lay the Foundations for Quality Healthcare

Kyocera Document Solutions partnered with Seattle Children's to significantly lower their costs while simultaneously creating more efficient and secure workflows.





The Background

Seattle Children's is one of the largest children's hospitals in the United States. Serving families across 965,208 square miles of the country, Seattle Children's mission statement is to provide hope, care, and cures to help children live the healthiest life possible.



The Challenge

Before partnering with Kyocera, Seattle Children's Information Technology (IT) team was struggling to maintain a mixed fleet of about 2,000 printing devices from multiple vendors. Some devices were modern, others outdated, with some over-utilized and others underused. Maintenance was expensive and very inefficient, resulting in extensive downtime and high expenditure. This meant an overall inadequate service for clinicians and ultimately, for patients.

The hospital was also providing their own toner and other supplies themselves, and frequent device breakage meant more downtime and frustration among clinicians and other staff. Its various vendors could not provide the hospital with the service it badly needed, while internal IT teams were overstretched and covering roles far beyond their call of duty.

Dr. Zafar Chaudry, Sr. Vice President and Chief Digital and Information Officer at Seattle Children's, recognized the need for a unified approach for the hospital's printing and document management.

The hospital was looking for a strategic partner who could manage costs, deliver an outstanding service, and guarantee reliable and comprehensive support for the doctors, nurses, and other clinicians with their documents needs.

"We were really looking to reduce annual spending and to collaborate with a world-class managed print services provider," said Scott Bingham, Senior Director of IT at Seattle Children's. Although a document services overhaul was not originally part of the plan for the hospital, they realized that this was the ideal time to streamline their processes so that they could prioritize what counts, patient care.

The Solution

Upon the completion of a rigorous environment assessment, involving the consultation of various parties across Seattle Children's, Kyocera was able to deliver tailored solutions to not only address current pains, but also to add new value to their workflows.

Firstly, Kyocera implemented a brand new, consolidated fleet of devices (including seven different models) which saw the overall fleet volume cut from approximately 2,000 to 1,300 machines. Thereafter, each device was installed with Kyocera Fleet Services, Kyocera's cloud-based monitoring system that provides insights into printing usage, offers remote service, and is able to conduct preventive maintenance so that potential issues do not become workflow-disrupting problems.

Moreover, all multi-functional printers were integrated with auto-store for OnBase and custom prescription lock drawer firmware for enhanced security. Kyocera also saw the potential for major benefits to come from a partnership with a local copy center and identified the University of Washington as a more cost-effective and efficient solution than creating a copy center on-site.

Finally, Seattle Children's now has a full Kyocera team on-site year-round to support the hospital's fleet and managed services.

Extra Measures

To ensure Seattle Children's could still effectively care for patients amid the COVID-19 pandemic, hardware was delivered and set up overnight. The teams conducted weekly calls to safely monitor progress.

The Results

The impact of Kyocera's strategy has been instant. Seattle Children's has consistently hit 99.9% of its service level agreement targets month over month across the entire printer fleet. Meanwhile, the full-time presence of Kyocera support has enabled the the hospital's team to dedicate their full attention to delivering the best possible standard of care to patients.

Kyocera's holistic approach to document solutions and strategy based on creating a streamlined and robust information ecosystem has put Seattle Children's on track to projected targeted savings of close to \$3 million, while also playing a key role in the successful roll-out of their electronic health record system, Epic EMR.

Kyocera was able to identify specific printing needs across the organization and this resulted in a reduction in the overall fleet while increasing overall device optimization. This, most importantly, leads to drastically reduced device downtime.

“Kyocera cares about us as an organization. They understand our mission and what we're trying to do. They went above and beyond to help further our mission.”
Dr. Zafar Chaudry, Sr. Vice President and Chief Digital and Information Officer at Seattle Children's



Kyocera Document Solutions has championed innovative technology since 1934. We enable our customers to turn information into knowledge, excel at learning and surpass others. With professional expertise and a culture of empathetic partnership, we help organizations put knowledge to work to drive change.

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