

## OKI Success Story: Al Mouwasat Hospital

Industry: Healthcare | Solution: Managed Print Services | Location: Al Khobar – Kingdom of Saudi Arabia



## SMALL FOOTPRINT WITH HIGH PRODUCTIVITY

### The Challenge

Al Mouwasat Medical Service company needed to select a printer vendor for the new Al Khobar hospital. Print volumes in the hospital are high as staff need to print patient reports, prescriptions, invoices and more. Furthermore, it wanted to avoid all the challenges encountered in its other hospitals. These included warranty issues, the incompatibility of toners with the printer range they use and delay to serving customers due to slow printer speeds. The organisation also wanted to avoid having to equip a large number of printers for each department which would take up vital space and increase the amount of work for the IT department, including checking the consumption reports.

### The Solution

OKI and its Saudi partner Al-Eqtessad Holding Company were best positioned with the right print solutions for Al Mouwasat Hospital. They suggested OKI's office printer range, which included a three-year warranty and met all the hospital's requirements. Providing workgroup printers reduced the number of units needed, solving the issue of limited space. In addition, high capacity toners compatible with multiple printers decreased its running costs.



### About Al Mouwasat Hospital

Al Mouwasat Hospital Al Khobar, based in the Kingdom of Saudi Arabia, is the sixth hospital of Al Mouwasat Medical Services Company which was established in 1975. The company employs thousands of staff across its six hospitals. It provides advanced services to facilitate the processing of bookings made through an electronic reservation programme online or by a mobile application. For Al Mouwasat it is vital the patient experience is smooth and seamless every time, from booking appointments to receiving laboratory results and medical reports.

RUNNING COSTS REDUCED BY

40%

The team from OKI installed PrintSuperVision software onto the printers, which monitors the fleet and sends notifications to the IT department to help manage and control any consumable or technical issues that occur. In addition, OKI installed a PCL driver to simplify the whole installation process. Mohammad Abunada, Purchasing Department Supervisor, said: "The small footprint of OKI's printers helped us to manage space without any effect on productivity, and the output quality and speed are helping us to operate a good service for our customers."



Inside Al Mouwasat Hospital

### The Benefits

Management of the printer fleet and cost control have become much easier than before for Al Mouwasat Hospital, in comparison to the organisation's other hospitals. All the necessary information is shown on a single screen and forecasting its consumables consumption has enhanced stock control, decreasing the running costs by 40%. OKI's Managed Print Services have also improved the quality of the hospital's customer service by reducing the printing time required. Ahmed Mumtaz, IT Supervisor, said: "It was a challenge to select the right brand for our new hospital, but I believe that the OKI technology has helped our users in their daily work with less support calls and downtime. Now it's been over a year since we started using OKI and the results have proven to be even better than I imagined."

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Mohammad Abunada, Purchasing Department Supervisor,  
Al Mouwasat Hospital

### The Future

Al Mouwasat hospital is highly satisfied with the OKI printer fleet that they have installed and they want OKI to be its preferred vendor of choice when deploying additional printers in the organisation's new hospitals, and when replacing the current printers they have in the five other hospitals.



Al Mouwasat Hospital



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