



## Kreisklinik Wörth puts its trust in OKI for output management



### About the customer

The Kreisklinik Wörth in the Upper Palatinate has a long tradition of healthcare to look back on: since it was founded in 1859 under the leadership of nuns, sick people have been cared for there responsibly. Today, the clinic presents itself as a modern, needs-oriented facility with extremely efficient medical care.

### The challenge

"The well-being of patients is our ultimate goal." This has always been the guiding principle of the clinic on the Danube. This commitment requires hospital management to constantly adapt to ever-changing requirements. It applies to all areas, not least however in matters related to IT, where the pace of change is particularly fast. There are 340 employees caring for around 30,000 patients in five different specialist areas at the Kreisklinik Wörth. To ensure the clinic runs efficiently day-to-day, IT systems need



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**The benefits at a glance**

- Uniform and user-friendly printer environment
- Simplified purchasing and warehouse management procedures
- Cost savings thanks to roll-out without downtimes
- Professional handling of service cases

to function smoothly. Thomas Dechant, IT System Administrator, and his team of colleagues, are responsible for ensuring that the office equipment in the doctors' rooms and nurses' stations functions without fault and that management can work effectively.

In the middle of 2013, Dechant was faced with the task of replacing 76 printers, fax machines and copiers in the building with state-of-the-art devices sourced from just one provider. Some of the old devices were made by various manufacturers, were of wildly different ages and required different supplies. This was time-consuming in terms of purchasing and complicated in terms of storage.

**The solution**

Within the scope of the project, the plan was for a greater number of practical and space-saving multi-function devices to be employed. "The goal was to simplify our internal processes and the organisation of accessories with a thorough overhaul of output management, to

save employees long walks to the nearest device, and at the same time to reduce costs", explains Dechant. "We advertised the project in July, and then it was implemented in the first week of November, where we installed a total of 68 systems – four of which as back-up systems, so that we're always on the safe side even in the event of a device failure", recalls the EDP manager. At the end, four bidders were still "in the race" when OKI was finally able to win over the Kreisklinik Wörth.

In addition to the "classic" requirements, such as print quality, speed and the issues of noise, economy and being environmentally-friendly, there were various topics in the requirements profile that were especially important for use in the hospital. In Wörth, for example, in addition to doctors' letters and invoices, labels are also printed in large quantities as each patient record is marked using a label with a barcode. "It was essential that our printers of choice were able to deal with our high volume of labels", says Dechant, "which is why we even insisted on clarifying

this demand in advance with a test run." Labels are always thicker and heavier than paper and the adhesive represents an additional hazard for the printer. OKI responded to the hospital's concerns and facilitated the test, which ran positively throughout using the OKI ES 5462dnw multi-function printer. "At that point, the regular use of labels stopped being a worry for us", recalls Dechant with relief. "Since all the other criteria were met and we were also impressed by the reasonable project prices, from that point, OKI was a clear choice."

As part of a current project, the hospital decided on printers and multi-function systems from OKI for its output management – for good reason: after just a few months they are recording significant cost savings in Wörth compared to before. Kreisklinik Wörth had additionally requested to have a local service partner: "We felt it was important to know there was a specialist dealer nearby in the event of an emergency", Dechant explains. OKI's partner for this project was therefore Digital Direct GmbH

from the nearby village of Barbing. "Digital Direct work quickly and competently and made a very good impression as a system retailer, also with regard to working together in the future", says Dechant. The OKI on-site service was another factor in the project decision. A team of four people consisting of IT professionals from the clinic as well as OKI pre-sales engineers and system consultants from Digital Direct set about removing all the old devices in just five days of work, replacing them for the most part with new multi-function solutions from OKI. The overall number of systems has decreased. Everything went smoothly in the process. "There was only one tiny problem which was that one multi-function system insisted on only communicating in English", says Dechant with a smile, "but OKI quickly got to grips with that situation, too. Now it speaks to us in German."

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### The benefits

Since the entire project was completed within one working week, there was hardly any impact on management: Within a very short period of time, employees were able to go about their work again in the usual manner. Thanks to the multi-function systems, distances between devices are shorter than before, although there are actually fewer devices in total. Many functions were able to be consolidated. The fact that operating the OKI systems is self-explanatory and always the same makes them much easier for the user to handle. This means the IT staff are called in to help less frequently, so they have more time for

tasks requiring more expertise. Purchasing and inventory management of supplies is likewise easier and cheaper now, too.

### The future

The project contract is drawn up to last for several years and should make it possible for the clinic to make further savings once costs are depreciated. "After the first six months, we were already recording significant cost savings in comparison to the legacy solution", Dechant continues. "So our initial expectations have been fully met."

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