

Case Study: St. Luke's Hospice

St. Luke's Hospice is an Essex-based charity that was established in 1983. Its mission is to provide compassionate care to people whose illnesses are no longer curable. They offer a long list of services, from in-patient care to counselling and support for young people.

As of 2016, they had opened 11 shops, and still today most of the income needed each year comes from their own fundraising events, public donations, legacies, and their shops.



Case Summary

Name: St. Luke's Hospice
Location: Essex
Sector: Health Care

Challenge

- Budget restraints
- Staff Time constraints
- Unnecessary Paper waste
- Security and Patient Confidentiality
- Lack of print flexibility
- Apprehensive of Change

Solution

- Kyocera hardware
- MyQ

Benefits

- Cost savings
- Reduction in service requests and paper jams
- Significant reduction in wastage
- Confidential documents are no longer left on the device using PIN release
- The ability to print from any office location
- No complaints from staff with usability issues with a simplified, uniform interface

Challenge

The biggest challenge at St. Luke's Hospice was the level of security. They are dealing with confidential client information daily, so security is of the utmost importance. It was a concern that people could leave documents on the printers which could get picked up or viewed by anyone.

Staff were also apprehensive about the idea of change due to a previous change of hardware raising lots of training issues. This resulted in IT receiving many job tickets and requests, estimating 3 weeks of IT time spent resolving usability issues.

Some members of staff also travel between different site locations and their current solution did not provide any flexibility to printing outside of Head Office.

IT knew they had to introduce a secure print release solution however the print management software available via the brand they had become familiar with, did not fit their budget restraints.

Other challenges consisted of paper being wasted which is not environmental or cost effective.

Although the hospice was apprehensive about changing the software and hardware, they wanted to make the processes more effective and minimise the security risks that were present, whilst maintaining an excellent support and service level.

Solution

ASL took the time to fully understand the needs and concerns raised by the IT team, with the issues addressed that the hospice was facing.

The hospice invited 3 Suppliers to their

demonstrations, one of which was ASL. This allowed ASL Professional Services Team to provide and demonstrate our recommendations 'live' to the hospice.

ASL proposed a Kyocera Solution with MyQ print management software embedded into the devices, using PIN codes for secure print release. This provided the hospice with 'Follow Me' printing, which meant that print jobs would be sent to a virtual print queue and could be released from any device of their choosing. This was hugely beneficial for the Directors and Physio staff who are going to different sites on a regular basis.

"We walked away from your demonstration very impressed, you had pre-configured it to show us how it works. You listened to what we said, and it was slick. It addressed the issues we discussed, not just an off the shelf demo, it was very professional."

Mark, St. Luke's Hospice

The intuitive customisable interface of MyQ, complimented with ASL's customer training, meant that staff, who have basic technical experience, easily adapted to the new brand of devices.

Releasing the print jobs via PIN release removed the concerns of confidential documents sitting on the device whilst reducing waste and cost significantly. It also gave the IT admin team the tools they needed to monitor and report on their fleet and usage.

Benefits

The main challenge of security and confidentiality has now been addressed

along with the worry of documents being left on the printer, these are no longer an issue for the hospice.

The hospice were apprehensive of change due to previous experiences which led to staff complaints, however, since the introduction of the Kyocera and MyQ solution there has been no complaints due to the ease of use and simplified, uniform interface.

“One good thing is that you can go to any office locations, and you can print, staff are still amazed by that. That’s helped a lot.”

Mark, St. Luke's Hospice

It has also been noticed that there are far fewer paper jams in the Kyocera hardware, as previously this was a common occurrence.

The solution has also simplified and streamlined the hospices processes resulting in fewer support tickets to the IT team.

A list of key benefits noticed in the hospice:

- Savings with low-cost hardware and software
- Significant reduction in wastage and cost
- No complaints from staff with usability issues with a simplified, uniform interface
- Confidential documents are no longer left on the device using PIN release
- IT admin time saved with fewer support tickets

- Staff time saved due to the flexibility to print at any location
- Reduction in service requests and paper jams
- Level of service received from ASL Group

“Service is always good. With complex issues, I can go directly to the professional service team that offer support remotely in a timely fashion. You get immediate top-level support, rarely seen in a company of ASL’s size.”

Mark, St. Luke's Hospice

Visit asl-group.co.uk for more information.



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