

Brother print partnership helps NHS trust save more than £200,000

Meeting the complex print needs of a multi-site healthcare trust



Dartford and Gravesham
NHS Trust

Significant long-term savings

Dartford and Gravesham NHS Trust manages three hospitals and a nursing unit in Kent. With around 3,500 staff across four sites, and a full range of acute services including A&E and maternity, it relies heavily on printed documents for record keeping and communication.

The trust was managing its printing in-house but was having significant issues with the cost, reliability and quality of printing. So, in 2013, the trust appointed Brother to operate its first managed print service, and the relationship has grown and evolved ever since, now operating across all three of its sites.

The right diagnosis

Brother audited the print requirements of every department in the hospitals and found that the legacy fleet of 700 printers was poorly aligned with its needs.

Based on the audit, Brother specified a streamlined fleet of printers designed to meet each department's requirements. More units were installed in locations where print volumes were highest, while users with lower print needs were asked to share units.

A visible improvement

A key benefit of the MPS agreement is that the trust now has full visibility of how its printers are used, and how they are performing, so pain points can be quickly addressed.

Unexpected failure of heavily used printers has also been minimised. Well-used printers are now rotated to lighter-duty applications to maximise their lifespan. When replacement consumables are due, these are delivered in manageable batches to make installation of replacements quick and easy for the customer.

A further boost came in 2018 when Brother introduced ultra-high-yield toner cartridges which can print up to 20,000 pages before replacement – this cut per-page print costs and improved the already impressive uptime record.

Overall, the trust has saved more than £200,000, and the printers have achieved 99.9% uptime throughout the relationship, freeing up vital staff time, particularly in critical departments including accident and emergency (A&E).

“We’ve cut costs, freed up a lot of staff time, reduced the amount of waste paper we generate and improved the quality of printing across the board.”

Neil Perry, associate director of digital transformation at Dartford and Gravesham NHS Trust

Overview



The challenge

- Reducing costs, increasing efficiency and improving printer performance for Dartford and Gravesham NHS Trust, which had a patchwork of 700 ageing and poorly-deployed printers

The solution

- Carrying out a full print audit, followed by implementation of a streamlined fleet of 300 printers
- Implementing a managed print service where Brother takes on all management, maintenance and consumables-ordering responsibilities

The results

- £200,000 saved throughout the partnership
- Per-year cost savings increased by £50,000 since 2018 by introduction of ultra-high capacity toner cartridges
- Sustained reduction of overall print volumes
- 99.9% uptime across all printers, with all maintenance requests responded to within four hours

The dependable MFC-L6900DW wireless mono laser printer is built for heavy use, turning out top-quality results every time.



Built to last, the unit delivers high-speed 2-sided printing with a paper capacity which is expandable up to 2,650 sheets, while the 80 page automatic document feeder enables rapid scanning and copying.

A user-friendly interface makes operating the printer intuitive and the optional ultra high yield toner cartridges – as used by Dartford and Gravesham NHS Trust – allow up to 20,000 pages to be printed between changes, reducing print spend and downtime.

MFC-L6900DW WIRELESS MONO LASER ALL-IN-ONE PRINTER

A visible improvement

A key benefit of the MPS agreement is that the trust now has full visibility of how its printers are used, and how they are performing.

This means that any pain points where printers are exceeding their recommended usage level, or any cases where printers are being under-used, can be addressed to ensure on-going efficiency.

Continuous progress

This ethos of working in partnership to deliver continuous improvement has helped the trust improve the performance of its print function year-on-year.

The biggest change came in 2018 with the introduction of newly launched ultra high yield toner cartridges which can print up to 20,000 pages before needing to be replaced. This has delivered a significant reduction in per-page print cost and further improved the fleet's already impressive uptime record.

In good health

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batches to make installation of replacements quick and easy for the customer.

As a result, since the agreement began, reliability and quality of printing have both significantly increased while the yearly print cost has fallen by over £100,000 per year. These improvements have been sustained throughout the contract.

“The cost reductions the MPS agreement has achieved over recent years, although significant, are only part of the story – we’ve freed up a lot of staff time, cut the amount of waste paper we generate and improved the quality of printing across the board.

“The savings we have achieved are impressive, especially given we are a relatively small trust. Looking across the health service as a whole, this kind of hardware standardisation and thoughtful capacity management has the potential to make a big positive difference.”

Neil Perry, associate director of digital transformation at Dartford and Gravesham NHS Trust

