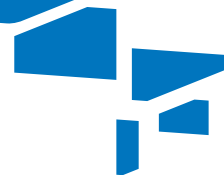# OPTIMIZED PRINT SERVICES ⬧ CASE STUDY
## KWONG WAI SHIU HOSPITAL



### ✎ Company Profile

Kwong Wai Shiu Hospital (KWSH) boasts over 600 beds spread over a 12-storey nursing home building. Staffed by about 300 trained and professional employees, its inpatient services, rehabilitation centre and Traditional Chinese Medicine (TCM) Centre serve thousands of patients every month. In the last century, KWSH has evolved from a basic inpatient and outpatient establishment to a modern healthcare institution, recognized in Singapore for its nursing and geriatric care. In the face of a rapidly ageing population in Singapore, KWSH has embarked on a redevelopment plan which has transformed it into the largest single-site nursing home operator in 2017.

KONICA MINOLTA

KWONG WAI SHIU HOSPITAL
廣惠肇留醫院
Since 1910

Giving Shape to Ideas

### Challenges

Having moved to a new site where wards and departments are housed in different buildings in their premises, there was a need for a vendor that could provide a tailored print management solution. KWSH sought to overcome the inconveniences of decentralized mutifunctional printers (MFPs), unnecessary administrative activities and system management so as to improve the efficiency and effectiveness of operations.

– **Decentralised devices**
KWSH's print infrastructure and usage was limited to the location of the MFPs. Users could only send jobs to the specific devices that had been installed to their desktops/ laptops despite having a machine next to them – additional time needed to release and collect the print. Multiple printer drivers had to be installed on each computer to ease this problem.

– **Unnecessary administrative activities**
Due to these constraints, workflow processes were extensive and administrative tasks accumulates progressively at each stage. Having to spend too much time on administration or solving hardware problems keep users from concentrating on their main tasks. From an administrator's perspective, a specific print user account had to be repetitively created for multiple devices; which led to the need of installing many printer drivers on a single computer.

– **Print job monitoring/ System management**
There was also a lapse in monitoring usage. Many print jobs end up abandoned with discarded paper destined as waste. The source for generating high volume print goes untraceable as well.

KWSH needed trouble-free processes, a secured automation platform equipped with flexible capabilities like user-based tracking management, secure document release, and follow-you printing accessibility via authentication.

Click here to view the video illustration

### Konica Minolta's Solution

**Konica Minolta offered our Optimized Print Services (OPS) with Print Management Solution.**

**Key Factors for Success:**

– **Centralized print enviroment**
KWSH can now assign adminstrators who can implement pull-pinting, set print governance policies, create workflows and receive print reports.

– **Print roaming capability**
The employees' print jobs can be sent and held on the server. The print job can be released securely from any MFP within the same networked environment, at the nearest or most convenient/ available location.

– **Elimination of administrative activities**
Using the pass card system, employees are now able to log into the printing network with a tap from anywhere within the hospital. This saves time as people take fewer steps and lesser time to utilise machine function (e.g. keying pincodes at machine, walking to far away MFP)

– **Excellent product features**
Card authentication, faster scanning speed, immediate print function, easy to navigate screen: blank page removal, preview print, etc.

– **Hassle-free implementation**
There was a smooth and seamless transition from the usage of the previous vendor's MFPs to Konica Minolta's.

– **Dedicated support**
Account Manager understood the needs of KWSH and offered relevant products and services. Consistent follow-up at each stage.

> **"Konica Minolta handled our account with great dedication and commitment, giving us the assurance that all engagements were successfully executed."**
> - Mr. Tan Kok Hwa, Assistant Director