steadyPRINT®

Diakonie-Klinikum Schwäbisch Hall on the move with mobile printing management.

Facts.

Environment
Print servers: 3
Printers: approx. 900
User: 1,300

Problem
Script-based printer assignment, complicated and time-consuming structures

Solution
steadyPRINT - „Mobile printing" thanks to location-based assignment on IP basis

Further advantages
Mapping the organizational structure

Reduced workload for users

Time savings through minimal administrative effort

Diakoneo
DIAK KLINIKUM

With more than 10.000 employees and a sales volume of approximately 600 millon Euro, Diakoneo is one of the five largest diaconal enterprises in Germany and is considered a reliable and innovative employer where the human factor is at the center of focus. In the health care sector, 6 member hospitals an thus the Diakoneo clinic group work according to the latest technical knowledge with the diaconal mission being of central significance.

As a house for central care and academic teaching hospital of the University of Heidelberg, the Diakoneo Diak Klinikum is orientated to the holistic diaconal principles and treats about 24,000 inpatients and more than 36,000 outpatients in 23 hospitals. Holistic care, patient-oriented medicine as well as a highly developed medical technology are the main concerns of some 1,300 employees working in the areas of medical, nursing and functional service, economic service, technology, administration and pastoral care.

Enormous Administrative Effort before the Introduction of steadyPRINT.

In order to optimize the clinical center's business procedures, it is of great importance to interconnect the existing structures and processes – a real challenge for the management. In this context, the IT department takes on a particular significance as the uninterrupted operation of all workstations, networks and servers is vital for the communication within the organization. Already in 2012, the IT managers of the hospital recognized the need for action in the field of printer management.

Until then, the administration of a total of 900 printers at 2 locations had been performed script-based – a situation that could not withstand the increasing complexity of the company infrastructure. „Mobility" was the central topic the experts had to face and which was then supposed to be realized in the printer management sector. Until this point in time, the total of 1,300 users first had to log out from their workstations on each new printer assignment in order to be able to select the respective printer when restarting the system. The fact that the printers could not be used during administrative work resulted in additional interruptions of the workflow. A complicated and very time-consuming process that was leading to an enormous administrative effort.

Mobile printing environments for more efficiency.

Therefore, the advertisement for steadyPRINT, the software-based solution for the management of printing environments, that K-iS Systemhaus GmbH placed in a specialist magazine, came just at the right time. The advertisement caught our attention just in the right moment and with a demo version the responsibles could then get an idea of the possibilities and advantages of the product. Apart from the core topic "Mobility", the printer administration was to be simplified, the management of printer assignments to be introduced via a comfortable interface and a better overview to be guaranteed by mapping the organizational structure to the printing environment. steadyPRINT met all these requirements and could thus ensure a simple and intuitive management of the company's three print servers and 900 printers.

Printing „on the fly".

The implementation of the new software took place in September 2012 and could be performed quickly and easily. With steadyPRINT, an excellent tool for the management of of print environments is available to the hospital. Above all the administrators benefit from the clear and intuitive usability of the software that helps to easily set up their printing environment and thus to map the organizational structure in a recursive way. Printers can now simply be managed on the basis of users, groups, folders and computers via defined IP areas leading to major benefits in time savings for the administrators. However, this reorganization also means a considerable reduction in workload for the users: The IP areas defined for different departments or locations ensure that at each change of location all printer connections and default printers are automatically adjusted to the respective area. The introduction of steadyPRINT enables the employers to move freely between the wards and to print their documents "in passing by" as they are no longer bound to fixed printer locations.

Due to the easy and intuitive handling of the software, a special user instruction was not necessary. The respective default printers are now available at any time. "steadyPRINT really is an exceptional product. From the very beginning it has fulfilled its purpose and satisfied us from the first second", the responsible persons praise the use of the software. But not only the product, but also the support team received high recognition and compliments for the flexible support and the good cooperation from all those who were involved.

steadyPRINT is the leading software for intuitive management of Microsoft printing environments of any size and enables secure and flexible printing as well as automated document management in each situation. The inventory, administration and monitoring of the entire printing environment are just as much a focus as the fail-safe operation and migration of print servers and printers, intelligent standard printer and driver management as well as numerous additional functions.

www.steadyprint.com

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