

Das Diak: Klinikum

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



Facts.

-  Licensing: steadyPRINT Enterprise for the central administration of 3 print servers with approx. 900 printers
-  "Mobile printing" thanks to the location-based assignment on IP basis
-  Mapping of the organizational structure
-  Reduced workflow for users
-  Time savings due to minimum administrative effort

The Evangelische Diakoniewerk Schwäbisch Hall e.V. is the second largest employer in the district of Schwäbisch Hall with approximately 2.300 employees and a sales volume of more than 150 million euros. Apart from the business units „Elderly Care“ and „Diakonie at Home“, the Diakonie Klinikum Schwäbisch Hall gGmbH has a particular significance in providing medical care to the people in the region and beyond.

As a house for central care and academic teaching hospital of the University of Heidelberg, the Diakonie-Klinikum is orientated to the holistic diaconal principles and treats about 24,000 inpatients and more than 36,000 outpatients in 22 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.

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.

Enormous Administrative Effort before the Introduction of steadyPRINT.

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 to then 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 time-consuming process that was leading to an enormous administrative effort”, says Harald von Humboldt, head of Client-Management of the IT department of the Diakonie-Klinikum Schwäbisch Hall.



With steadyPRINT, the clinic employers can move freely between the wards and print their documents “in passing by”.

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 & Co. KG 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 we could then get an idea of the possibilities and advantages of the product“, remembers von Humboldt. 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. The steadyPRINT Enterprise version represents an excellent tool for the hospital to manage the printing environment. 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 be simply managed on the basis of users, groups, folders and computers via defined IP areas leading to major benefits in time savings. 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.

As the software was introduced as part of the Windows 7 roll-out, 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”, von Humboldt praises 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.



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Harald von Humboldt,
head of Client-Management of the IT
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steadyPRINT is a software-based solution for the management of printer connections, the monitoring and inventory of the printing environment as well as the reliability of print servers. No matter whether you work with workstations, Thin Clients (irrespective of the operating system) or terminal server environments (Microsoft or Citrix), you require neither additional hardware, nor licenses. Moreover, steadyPRINT offers further features like the migration of print servers, a Client tool for the intuitive management of printer connections by users and many more. Due to a German and English surface, steadyPRINT can be used anywhere.

