



# Providence Central Reprographic and External Printing Services



January 2016

## Executive Summary

**The Project** ... Providence Health requires an optimized strategy to more efficiently manage the central reprographic facilities and the related external 3<sup>rd</sup> party print service providers. A well-structured, automated and client-focused print service is required to maximize financial benefits while minimizing disruption to the business. Objectives include ...

1. Create new innovative best-in-class Central Print Services strategy
2. Establish optimized and cost effective modeled target state
3. Identify and quantify cost reduction opportunities
4. Improve print environment efficiencies and end user satisfaction

### Current State → June 2014

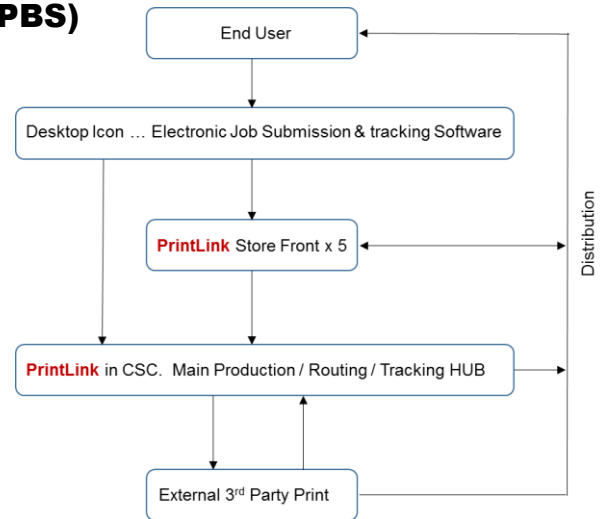
1. Annual Spend ... This is an \$11.1 million print business with no strategy or direction.
2. 26 central print facilities within Providence are fragmented, underutilized and lacking technology standards. The current central reprographics environment is broken.
3. Metrics are missing. *You cannot manage what you do not measure.*
4. End users spend 20% more on external 3<sup>rd</sup> party printers than with internal services.
5. Status quo is not sustainable from a financial and/or staff perspective.

### Solution → *PrintLink Business Services (PBS)*

Central Print Service becomes an icon on the end user's desktop. Everything from job submission to delivery is automated. The solution addresses bulk / organization-wide printing via the HUB, regional access via Storefronts and everything else using consolidated external 3<sup>rd</sup> party print services.

#### Approach ...

1. Automate and streamline with software
2. Create HUB at CSC or with external supplier
3. Establish 5 Storefronts for regional support
4. Consolidate external print services
5. Position Providence for a future of less printing



### Targeted Results → September 2016

Item	Key Performance Indicators (KPIs)	Targeted / Expected Results
1	Financials	Providence will reduce printing costs from \$15 to \$18 million over the 5-year solution life cycle. Internal minimum target will be \$3 million per year x 5 years.
2	Staff	<i>PrintLink</i> will transition Providence from 37.5 to 3 FTEs. 92% reduction.
3	Service	Significant increase in end user service, support and functionality through external 3 <sup>rd</sup> party expertise, software automation and newer technology.
4	Flexibility	Maximum flexibility to adjust the solution for volumes peaks, valleys and the eventual predicted reduction in overall Providence print volumes.