



Making Every Day More Hopeful

Hamilton Center, Inc.



Delivering output efficiency, cost control, and compliance solutions for the Hamilton Center.

uniFLOW OUTPUT MANAGER CASE STUDY

CANON SOLUTIONS

uniFLOW Output Manager and Canon imageRUNNER® Systems

GENERAL OVERVIEW

Residents of the Hoosier State who need access to quality mental health services can find help at Hamilton Center. Licensed as a community mental health center and a managed care provider for the State of Indiana by the Indiana Division of Mental Health and Addiction, Hamilton Center serves an integral role in building hope and changing lives for thousands of infants, children, adolescents, adults, seniors, and families.

Since its founding, Hamilton Center has grown to encompass 27 locations across 10 counties throughout the central and west central portions of the state of Indiana. The organization has a staff of more than 650 experienced professionals, including psychiatrists, psychologists, nurses, social workers, therapists, counselors, case managers, and administrative personnel. A full continuum of psychological health and addiction services are provided, including programs for counseling, chemical dependency, behavioral health, and rehabilitation for adults with disabilities and social limitations.

Hamilton Center began as a passionate undertaking by Ms. Katherine Hamilton, who served as a dedicated volunteer for the Vigo County and State Mental Health associations during the 1950s. Seeking to vastly improve the level of care for people in need of mental health services, she worked tirelessly to secure the funding necessary to open a facility. Sadly, she passed away in 1961 before her vision was fully realized, but her mission was accomplished by a dedicated group of people who continued her work. The first Hamilton Center was opened in Terre Haute, Indiana in 1971.





CUSTOMER ISSUES

Over the past five years, Hamilton Center has been in the process of implementing a sophisticated electronic medical records (EMR) system to share records among medical professionals throughout its facilities. While this has made patient information readily available, it has also significantly increased the demand for printing, scanning, copying, and faxing operations since records are continually being placed into, or retrieved from, the EMR system.

During the EMR system implementation, the number of devices grew to over 250 printers, scanners, multifunction peripherals, and fax machines from different vendors. Devices were implemented when needed and the demand upon support staff and budgets grew dramatically. Supporting a large number of diverse equipment was very difficult for the staff and the IT department to maintain.

“Due to the large number of geographic locations and mix of different devices, the IT department experienced major difficulties in administrating and servicing the machines,” said Mr. Kyle Felstein, IT Supervisor for Hamilton Center. “In addition, because of the slow acquisition of devices over many years, there were many different models which required numerous drivers, cartridges, and service training for support staff.”

Operations became more difficult for users as well. Staff members needed to have their computers pre-configured with the right driver to use their desired printer for output, as well as understand the features of each device in order to properly scan documents into the EMR system. Traveling to different offices had also caused problems since users needed to learn the functions of a new set of devices.

Adding to this difficulty was the lack of transparency with regard to usage and the vigilant need to maintain the confidentiality of patient information. IT staff and individual departments had no way to accurately measure the cost of their printing and scanning operations other than reviewing overall spending on consumables and service calls. Additionally, in order to be HIPAA compliant, print jobs needed to be securely stored until they were retrieved by the authorized individual.



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CANON SOLUTION OVERVIEW AND COMPONENTS

In 2008, Hamilton Center decided the time had come to streamline its print and scanning operations. The organization established the goals for standardizing all new equipment in an effort to reduce maintenance costs, provide an enhanced feature-set, enable the collection of usage accounting and statistics, and facilitate device access for users.

To begin the project, Canon collaborated with Hamilton Center's IT department to better gauge its infrastructure's costs and configuration. Following a month-long study of print and scan operations, Canon was able to generate a cost analysis report and propose what it believed to be the optimal placement of devices in each facility. Based on usage and volume, the report also identified the types and quantities of devices that would be most cost-effective. The analysis recommended replacing the Hamilton Center's existing devices with 45 Canon imageRUNNER and Color imageRUNNER multifunctional print devices. Each sophisticated high-quality device not only allows users to easily copy, print, scan, send, and fax documents, easily, but also provides integration with the EMR system.

Canon also recommended its uniFLOW Output Manager suite to help control print operations, provide usage accounting, and enhance privacy. uniFLOW Output Manager is a modular, intelligent, and highly scalable print management software suite that was further customized to meet the specific business requirements of Hamilton Center by Canon's Professional Services organization. When printing, users can choose any networked imageRUNNER device in any location, without having to configure different drivers. Leveraging the existing proximity-based identification card of each employee, the uniFLOW MEAP® log-in application performs automatic authentication at the imageRUNNER device so that print jobs can be released on demand by their owners. Beyond print management and device authentication, uniFLOW Output Manager features a robust accounting system to provide transparency to printing operations.

"uniFLOW Output Manager provides greater security and accounting to help us remain HIPAA-compliant," continued Mr. Felstein. "In addition, the usage reports contain an impressive amount of details so that costs can be better tracked, managed, and charged against budgets and reduce overall expenditures. As a non-profit entity that depends upon state and federal funding, every dollar counts."

Situation at Hamilton Center

BEFORE

Busy...
Out of paper
Out of toner

I can't get my print jobs.

AFTER

Busy...
Out of paper
Out of toner

I can pick up my job at any other MFP.

3



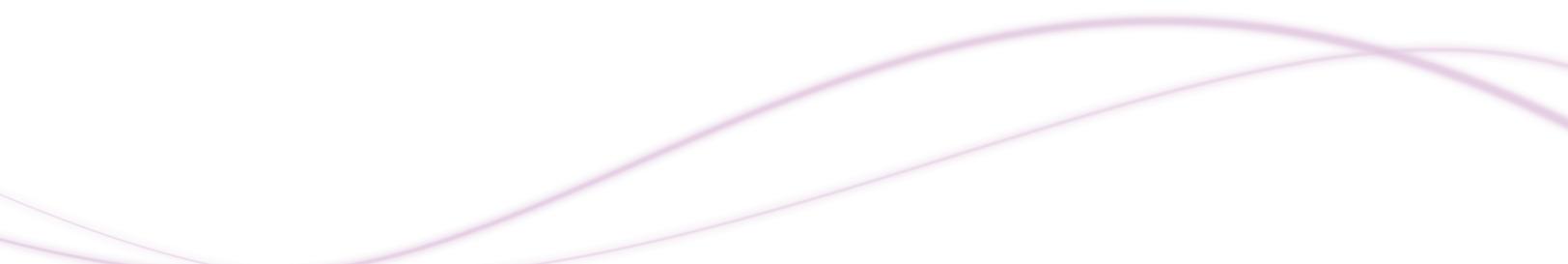
SUMMARY

Canon completed a smooth roll-out of the new fleet of imageRUNNER devices in the fall of 2009, following a structured implementation process that engaged the entire Hamilton Center organization. Since that time, Hamilton Center has recognized a significant reduction in print costs and vastly improved productivity for staff. The IT department has also reported a dramatic decrease in service calls, helping them focus on more strategic projects for the organization.

The benefits to Hamilton Center include:

- A decrease in the total number of devices from over 250 from various vendors to 45 high-speed Canon imageRUNNER multifunctional print devices.
- Average monthly expenditures of over \$14,000 (excluding repair and replacement costs) have been trimmed to approximately \$7,000, all-inclusive.
- The demand upon IT staff has been reduced by a factor of 10.
- Document integrity has been enhanced by using laser output over ink-jet documents, which are more susceptible to damage by water and moisture.

The staff of the Hamilton Center can now print files whenever they want, and retrieve them at any time that's convenient (within 24 hours) from any Canon imageRUNNER device on the organization's network. If one device is busy or unavailable, jobs can be re-routed to any other device for quick output. Management can more accurately track usage and better manage costs through enhanced visibility into print operations by department and user, and fulfill stringent HIPAA privacy requirements and accountability.



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