Saber Healthcare Group

A geographically distributed healthcare organization sees annual cost savings of $150k by standardizing print management across 125+ sites and facilitating Chromebook printing with PrinterLogic.

CHALLENGES

- Multiple acquisitions over time led to a fragmented print environment with distributed print servers and a diverse printer fleet.

- An 11-person IT team had to manage Chromebook printing separately through the deprecated Google Cloud Print console.

- Saber needed to maintain compliance with HIPAA guidelines on confidential patient information while keeping printing easy for end users.

RESULTS

- PrinterLogic's centrally managed direct IP printing platform eliminated disparate print servers and unified Saber's print environment.

- PrinterLogic's OS Client Extension empowered Saber to manage new Chrome OS users easily and removed the previous need for a separate management solution.

- PrinterLogic's Secure Release Printing enabled Saber to safeguard protected health information (PHI) while making it easy for users to print from any printer they choose.

Saber Healthcare Group consults with 125 long-term nursing facilities along with a smaller number of assisted-living facilities and physical therapy services. With headquarters just outside of Cleveland, Ohio, Saber conducts business throughout the eastern United States. Starting in 2014, Saber's business expanded sixfold and dramatically increased the complexity of their print environment.

"In that acquiring process, we basically absorbed anything that was onsite. We have Brother, Konica-Minolta, HP and a few Ricoh and Xerox machines left out there. You name it, we got it," says Adam Dishong.

When Dishong started at Saber as a sysadmin in 2018, his first task was a companywide fleet inventory and standardization, which meant he needed a scalable printing solution that could unify a highly distributed print environment. That solution also had to work seamlessly with Citrix Virtual Apps and their EMR software, PointClickCare. Dishong's prior experience with PrinterLogic made it the natural choice to simplify this project.

PrinterLogic did far more than equip Saber with a way to address the serious print management challenges it faced at the time. Through its modern SaaS solution, PrinterLogic would also provide the organization with a platform for future growth and cost savings.

Challenge #1 — Restoring Control to a Disparate Print Environment

The medical staff in Saber's facilities need round-the-clock print capabilities. But it wasn't always easy for the small Cleveland-based IT team to support uninterrupted print access in newly acquired print environments. There were unfamiliar devices to contend with, and user mobility complicated the printer deployment process.

"Our helpdesk was inundated with printer requests," says Dishong. Any user who entered a building for the first time would have to create a support ticket to get the local printers installed.

"As you can imagine, with our hub-and-spoke environment, we have regional people moving from building to building. Multiply that by 130 buildings and hundreds of regional people, and you can imagine the economies of scale in place there."

SOLUTION

Because PrinterLogic is printer-agnostic and features a centralized Admin Console, Saber was able to assimilate new printers quickly and easily at remote locations. Existing devices could be imported and controlled from a single pane of glass.

It also allowed Saber's IT team to deploy those printers in two convenient ways. They could configure PrinterLogic to automatically install local printers for users based on their IP address. Or they could provide employees with the ability to handle it themselves using PrinterLogic's intuitive Self-Service Printer Installation Portal

"When we did our initial transition to PrinterLogic, it was a ridiculous weight off our shoulders," says Saber Help Desk Specialist Amy Sharo. "Before that, people had to reach out to us to change their default printer. They would go to a new building, hit 'Print,' and not understand why it wouldn't work. Being able to install printers themselves with two clicks—it's been amazing."

Sharo and Dishong estimate that the number of print-related support tickets dropped by as much as 75% shortly after PrinterLogic was implemented.

Challenge #2 — Incorporating Chromebooks Into Overall Print Management

In 2019, Sharo began a large-scale rollout of Chromebooks to Saber's physical therapists. She describes the therapy wing as a "high-accident, high-computer-damage" environment. Lightweight, low-cost Chromebooks were therefore the ideal device for that particular use case.

Unfortunately, that led to two problems, both of which centered around printing.

First, the Chromebooks were managed separately in the Google Cloud Print console. That created an additional print environment at a time when Saber was trying to consolidate and standardize. It also placed an extra burden on Saber's "lean and mean" IT department.

"It was just extremely manual and very involved," says Sharo. "Having to manage an extra print-server-type of environment was not desirable whatsoever."

The second issue only arose later when Google announced it would be ending support for Cloud Print. This left Saber deeply uncertain over whether it was wise to continue its Chromebook deployment on the same scale.

SOLUTION

The Chrome OS Extension, included with PrinterLogic SaaS, allows administrators to manage Chromebooks just like any other endpoint. IT staff can configure Chromebook printer settings right alongside conventional Windows, macOS and Linux machines—and all directly from the PrinterLogic Admin Console.

> "Just from a resource perspective, PrinterLogic has really lowered a lot of our overhead—from infrastructure to personnel. It helped us get everything under the same umbrella. It takes things off the back of the IT department, and it gives the user more power to control their printing."

Up to that point, Saber hadn't entertained the thought of moving its entire print environment to a cloud-based solution. But the native support for Chrome OS in PrinterLogic SaaS, coupled with their positive experience with PrinterLogic's on-prem software, prompted their migration.

"We migrated in a day," says Dishong. "I uploaded our PrinterLogic Web Stack database on Wednesday evening. By Friday morning, all of our printers were already in the SaaS solution. It was a lot quicker than I expected."

"This transition from on-prem to SaaS was like a happy accident," Sharo adds. "From a standpoint of simplicity, ease of setup and cost savings, it's made it possible for us to put a lot more Chromebooks out there and update a lot of things about our print environment all at once."

Challenge #3 — Getting Even More Value out of Advanced Features

The healthcare industry is subject to strict regulations concerning protected health information (PHI). When they're printing, doctors, floor nurses and administrative staff have to treat sensitive patient information with the utmost care.

That makes features like Secure Release Printing almost essential. Secure Release Printing requires some form of authentication to ensure that the user who initiated the print job is also the one printing it out.

In practice, however, Secure Release Printing isn't always user friendly. And it can often be difficult to implement uniformly throughout an organization—especially one as distributed and dynamic as Saber's.

SOLUTION

As Secure Release Printing is an optional feature of PrinterLogic SaaS, Saber is able to extend that functionality to any network printer. They've chosen to use PrinterLogic's native Control Panel Application for Konica Minolta devices, which lets users authenticate easily by entering a PIN code right on the printer's embedded touchscreen.

"Secure Release Printing will make it easier for us to be compliant with the PHI and HIPAA regulations," says Dishong.

At the same time, that functionality will also make it possible for Saber to initiate an aggressive reduction of its printer fleet.

"Like every company, we're looking to save costs and limit the amount of printers that we have onsite. By having security features to protect patient information, we'll be able to reduce the size of our fleet and ask end users to walk around the corner to pick up their print job."

Dishong says that an in-house study has proposed reducing up to half of Saber's printers. That target wouldn't even be feasible without PrinterLogic.

Conclusion and Savings Summary

Soon after deploying PrinterLogic, Saber Healthcare Group was able to bring its incredibly diverse and distributed print environment together in a single easy-to-manage Admin Console. As a result, Saber saw its volume of print-related helpdesk tickets drop by an estimated 75%. One member of an 11-person IT team can now administer printing for 12,000 users.

When faced with cumbersome Chrome OS print management and Google Cloud Print end-of-life, Saber migrated to PrinterLogic SaaS in just 24 hours. This enables the IT department to continue deploying cost-effective Chromebooks to its physical therapy staff while saving further time on print management.

"Just from a resource perspective, PrinterLogic has really lowered a lot of our overhead—from infrastructure to personnel. It helped us get everything under the same umbrella. It takes things off the back of the IT department, and it gives the user more power to control their printing," says Dishong.

"I think that's been huge. To put that in dollars, my CIO said we're looking at annual savings of $60,480 in just IT time. Plus another $85,680 in annual cost savings in lost time for our end users."

Looking ahead, PrinterLogic's Secure Release Printing will not only help Saber maintain compliance with HIPAA guidelines. It also has the potential to facilitate a reduction in printer fleet, creating yet another source of significant cost savings.

About PrinterLogic

PrinterLogic helps IT professionals eliminate all print servers and deliver a highly available serverless printing infrastructure. With PrinterLogic's centrally managed direct-IP printing platform, customers empower their end users with Mobile Printing, Secure Release Printing, and many advanced features that legacy print management applications can't provide. The company has been included multiple times on the Inc. 500 and Deloitte Fast 500 lists of fastest growing companies in North America.