

## CASE STUDY

# German Health Provider Achieves a More Stable Printing Environment

## THE CUSTOMER

**SHG: Saarland Heilstätten**

**Easy implementation and lower maintenance requirements for 5,000 users across four locations.**

**One centralized, on-premise solution that simplified the print environment and reduced IT staff.**

## THE NUMBERS

**4 locations****5,000 end users****2,000 printers****6 print servers**

Anyone who has visited a health facility in recent years has seen firsthand the mix of digital and analog document management. On the digital side, care providers input patient information and care notes directly into a laptop or workstation, often with the patient in the room. On the analog side, providers often print forms, instructions, or prescriptions for patients to take with them.

To create those paper documents, providers and administrators expect to press a button and see their print documents appear at the closest printer station. Making that happen, however, requires tight network coordination and communication between workstations and print servers. If a hospital employee moves to a different room, a different floor, or a different unit of the hospital, the print network needs to adjust the location for their print jobs.

This is not just a convenience issue. Since printed documents can contain personal patient information, sending them to the wrong printer risks queue backup and non-compliance with GDPR and Germany health information regulations.

“Print seems like it is really simple if you’re a user because you press the button and it prints. So when something goes wrong, people get hot-tempered because they think it should be easy—and IT always agrees, it should be easy. But it can be very complex underneath,” says Ajanthan Arasanayagam, IT Security Project Manager at SHG.

## THE CHALLENGE

### Complexity, Integration, and Mobility

The mobility of hospital staff was just one of the challenges SHG, a German four-facility hospital group, wanted to address in 2020 when it decided to upgrade its print management system. The hospitals had a total of 5,000 end users accessing a decentralized print network from multiple locations and thousands of thin-client workstations—all with a locally installed printer driver on Terminal Server.

Each hospital used a different print server configuration and a mix of printer management applications from Novell and Microsoft. Some of the installed printer management applications were outdated and, therefore, unstable. The effort of maintaining, updating, and debugging the printer drivers and software on the servers and the end-user client devices required three full-time IT system administrators. This intensive process was not sustainable.

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## THE SOLUTION

### Vasion Print

The hospital group first considered improving how it used iPrint, Novell’s networked print service application, but found that solution difficult to optimize. The group also considered ThinPrint, but that option could not integrate with Dedalus, the organization’s hospital information system.

Ultimately, the SHG entered an agreement with Vasion Print to deploy an on-premise print management solution. Vasion Print appealed to the hospital group for its ease of deployment, seamless integration with the hospital information system, and easy debugging.

“We wanted a simple deployment in our environment for all locations in a centralized integration, and it must work with our hospital information system because it’s not easy to implement printer solutions with them,” says Arasanayagam. “There are forms created for the hospitals and printers, and print queues must get the right forms and the right queue.”

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## THE RESULTS

### Less Labor and Retired Hardware

In 2020, SHG began deploying Vasion Print by examining and streamlining dependent processes that fed into its printer management solution. Once those dependencies were simplified, Arasanayagam says the integration and rollout to the first hospital in the group was “easy”—so much so that the organization could roll out Vasion Print to more hospitals in 2022 without further integration support from Vasion.

Ultimately, the organization was able to retire six print servers and manage 2,000 individual printers with Vasion Print’s virtual print management solution. The organization also delivers differentiated printer functionality to individual hospitals based on their unique needs—all with a centralized management solution.

“It is stable,” says Arasanayagam, summing up the print environment in the hospitals now. “On the server side, the driver management was ‘complicated’ with the iPrint and Microsoft print servers we had before. Now we don’t need a lot of human resources for IT support. We had issues in the past with printers, so we had two or three IT members who had to debug. Now it’s just a few minutes.”

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#### CHALLENGE 1: IT COMPLEXITY

The health organization includes four hospitals in different locations, each using customized configurations for its print servers. Multiple technology solutions from Novell and Microsoft added to the technical complexity.

#### SOLUTION 1

Vasion Print replaced the multi-server, multi-configuration environment with a centralized solution operating with a standard configuration.

#### CHALLENGE 2: STRICT INTEGRATION

A hospital information system served as the organization’s core operational application; any printer solution needed to integrate with it so that all printed documents would use the hospital’s customized forms.

#### SOLUTION 2

After an effort to streamline back-end print-serving processes, Vasion Print easily integrated with the hospital information system in a low-effort deployment.

#### CHALLENGE 3: END-USER MOBILITY

Hospital employees move around the facility during the day, requiring their print jobs to be rerouted to the printer closest to their location at any given time.

#### SOLUTION 3

Vasion used centralized print queue and log-in session data to deploy the right job to the right print station.