EVERWORX
PRINT SERVICES

HCA Healthcare Case Study

Healthcare

HCA Healthcare®

Healthcare
https://hcahealthcare.com
Nashville, TN 37203

printreleaf

Sustainable Technology
https://printreleaf.com
Denver, CO 80221

"Health care organizations have a unique responsibility to care for a population and reducing our carbon footprint. Partnering with EverWorx has significantly reduced our cost and, through their PrintReleaf program, our environmental impact."

-Andy Draper
CIO of HCA Continental Division
Founder of www.greencio.org

About EverWorx

Founded in 1991, and headquartered in Denver, Colorado, EverWorx is an industry leader in Managed Print Services representing Xerox, Lexmark, and HP and focused on providing optimal value, automation and innovation for customers. EverWorx combines deep industry experience with professional account management, expert technicians, and friendly customer service to achieve one simple goal: providing reliable managed print services programs which help increase efficiency, maximize up-time, conserve resources, streamline and automate support requirements, and reduce costs. EverWorx has been recognized as a Top 200 Private Company in Colorado for four years in a row (2018, 2019, 2020, 2021).

In support of their sustainability efforts, EverWorx offers a unique service called PrintReleaf. PrintReleaf is a Certification System and Software Platform for Automated Global Reforestation. With PrintReleaf an organization can measure paper consumption over time, calculate how many trees were harvested to produce your paper consumption, then automatically reforest that paper footprint at planting sites of your choice.

About HCA Healthcare

Nashville-based HCA Healthcare is one of the nation's leading providers of healthcare services comprising 182 hospitals and approximately 2,200 ambulatory sites of care, including surgery centers, freestanding ERs, urgent care centers, and physician clinics, in 20 states and the United Kingdom. With its founding in 1968, HCA Healthcare created a new model for hospital care in the United States, using combined resources to strengthen hospitals, deliver patient-focused care and improve the practice of medicine.

The Challenge

In 2020, the printer fleet for HCA Healthcare's Continental Division across Colorado and Kansas stretched throughout 7 large hospitals and 80 clinics. At the time, HCA was facing the challenge of:

- Operating 3,000+ desktop printers
- An approximate monthly spend of $75,000
- An average of 44 service tickets per week
- Printing more than 3 million+ pages per month with no focus on sustainability

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The Approach

After a thorough vendor review process, in February of 2020, HCA decided to have EverWorx manage their fleet. EverWorx deployed a systematic approach to measure and baseline HCA's costs, then employed proven strategies to optimize HCA's print environment by:

- Inspecting the entire fleet for any legacy service issues.
- Repairing all open service issues to ensure peak performance across the fleet.
- Implementing an MPS software fleet monitoring application to automate reporting.
- Analyzing the report data to identify over utilized, under utilized and aging devices to make recommendations to either remove, swap, or replace equipment.
- Focusing on the 'total cost of ownership' for each device and unique print environment to recommend replacement equipment with lower operating costs.
- Implementing automatic supply replenishment at each hospital to drive down emergency and reactive delivery requests, reducing overhead costs.
- Offering a new sustainability program called PrintReleaf– a program easily integratable with HCA's printer fleet monitoring software that automatically measures the environmental footprint to account for their forest impact from the paper harvested and consumed. The data collection, measurement, and offset certificates are all captured in a unique, online PrintReleaf portal and dashboard for HCA where they can see exactly how much paper has been measured then offset through certified reforestation and carbon offset certificates.

Initial State

- 3,000+ desktop printers
- An approximate monthly spend of $75,000
- Average of 44 service tickets per week
- 3 million+ pages printed per month with no focus on sustainability

Current State

- Reduced printer count by 10%
- Average monthly spend of $50,000
- Average of 30 service tickets per week
- Offset the equivalent of 71M letter pages of paper and reforested more than 8,300 trees

Annual savings of approximately **$360,000**

The Results

After selecting EverWorx Print Services to manage their printer fleet, HCA was able to increase printing efficiency, conserve resources to reduce costs, streamline and automate support requirements, and neutralize their overall environmental footprint as a result of printing.

For more information, visit https://everworx.com
or contact us via https://everworx.com/contact-us/

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