

Clean Bill of Health for Kyocera Printers at South East London Shared Services Partnership



South East London Shared Services Partnership provides ICT services to Lambeth, Southwark and Lewisham GP practices. 70 GP practices use EMIS PCS Enterprise under one managed contract. South East London Shared Services Partnership Programme Manager Bruce Young explains how he has worked with Kyocera to ensure that its print network is always in peak condition...

In late 2003 SELSSP decided to look into improving the quality of its printer fleet to make it more efficient and reduce running costs: "We had suffered from reliability issues and needed to offer our users more robust and easy to use printers. The printers we had been using broke down frequently and used flimsy materials. We were aiming to cut down on the amount of support time we had to dedicate to resolving printer issues." Explains Bruce. A search of the internet led him to the Kyocera website, where he found details of the company's ECOSYS range of mono and colour laser printers. "The emphasis on reliability and low cost of ownership certainly resonated with what we wanted to achieve." Says Bruce. "We decided to evaluate the FS-1010 mono desktop printer for use in our 167 GP surgeries."



Across Lewisham, Lambeth and Southwark PCTs surgeries use EMIS clinical systems software, so it was essential that the products selected were compatible: "At the time we tested, Kyocera printers weren't officially listed as compatible with EMIS," explains Bruce, "so we wanted to be certain that they could do the job before deploying them."



A successful evaluation led Bruce to initiate the roll out of the FS-1010T across the area. In order to ensure good levels of support and knowledge about the Kyocera printers among ICT support staff, Kyocera provided detailed product training that familiarised support staff with the printer, enabling them to easily diagnose faults remotely and recommend any actions required by users. SELSSP also purchased three year next day on-site exchange warranties as, due to the very competitive price of the warranty, it was more time and cost-effective to arrange an immediate swap-out than have engineers visit the site of the broken printer.

Since installation the printers have proved highly reliable: "Since we installed the FS-1010s throughout the PCT we have had very few problems. This has led us to extend the deployment, with colleagues rolling out a further 200 machines into the Southwark region." Says Bruce

The Southwark installation uses a wider range of GP software, including iSoft Synergy and InPractice Vision as well as EMIS.



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Bruce Young, Programme Manager
South East London Shared Services Partnership

Overview

Organisation Profile:

- South East London Shared Services Partnership provides ICT services to Lambeth, Southwark and Lewisham GP practices

Challenge:

- SELSSP was suffering from reliability issues and needed to improve their printer fleet with more robust and easy to use printers whilst also reducing running costs.
- The products had to be compatible with the EMIS clinical software used in the PCT surgeries

Solution:

- SELSSP evaluated a Kyocera FS-1010T to make sure it could do the job.
- Kyocera provided detailed product training to familiarise support staff with the printer.
- SELSSP purchased three year next day on-site exchange warranties.

Benefits:

- The machines have proved highly reliable.



emis Since the roll out began at the SELSSP PCT, three Kyocera printers have been evaluated and officially approved by EMIS for use with its LV, GV and PCS clinical systems software:

The FS-1020DTN is a 20 page per minute mono laser printer with standard duplex capability, twin cassette and network connection. It has a cost per page of just 0.68p, making it the most cost-effective in its class. The FS-1020DT has also been approved by InPractice on the Vision application.

The FS-1920DTN is designed to support workgroups, printing at 28 A4 pages per minute with a consumables cost per page of 0.4 pence.

For colour printing requirement EMIS has approved the FS-C5030DN colour printer, which prints at 24 A4 pages per minute and offers an extremely low consumables cost per page of 3.97p.

Kyocera's desktop multifunctional device, the FS-1118mfp has also been approved for use with EMIS PCS software and is already being used several surgeries to scan documents to PC.

The approval of the FS-C5030N is an important factor for Bruce Young: "Colour printing and also scanning are likely to be major projects for the Trust in the coming months and years, so we will be continuing to roll out the FS-1118mfp and will also be looking closely at the colour offering from Kyocera going forward."

