

## Case Study: OhioHealth

### *Simplifying Epic Printing While Growing from 400 to 4,000 Printers*



#### **Challenges**

- *The built-in Microsoft utilities for managing Epic Print Servers (EPSs) were ineffective*
- *Managing a distributed environment with projected growth from 400 to 4,000 printers was increasingly complicated*
- *Adding new printers required configuring the device on each print server separately, which was extremely tedious and time consuming*
- *A solution was needed to monitor, audit and report on the printing activity of 25 distributed locations*

#### **Results**

- *OhioHealth adopted PrinterLogic's web-based printer management solution*
- *Simple monitor and management of all print servers and printers across all 25 initial locations, through a single console*
- *Streamlined configuration of new print servers and printers, resulting in a significant reduction in the time and cost required*
- *Extensive reporting and auditing provides a detailed view of all print job statistics in an intuitive, exportable format*

OhioHealth is a nationally recognized, not-for-profit, charitable healthcare organization with Methodist roots based in Columbus, Ohio. Serving its communities since 1891, it is a family of 28,000 associates, physicians and volunteers, and a network of 11 hospitals, 50+ ambulatory sites, hospice, home-health, medical equipment and other health services spanning a 40-county area.

In 2013, the company began deploying Epic, along with Epic Print Servers (EPSs). While the benefits of Epic were many, they ran into some printing issues. The company went in search of a solution, and discovered PrinterLogic—thanks to their peers.

"We had tried the built-in Microsoft utilities and some other solutions for printer management, but they weren't very effective. We saw PrinterLogic mentioned on Epic's Userweb forum and decided to give it a try," said Craig Myers, Senior Technical Specialist of OhioHealth. "Printing

was definitely the most common issue we saw in our initial roll out. After doing the free trial, we selected PrinterLogic to solve our issues and haven't looked back since."

OhioHealth determined that it needed a printer management solution that was:

- Web-based for single-console management of an entire Epic print environment
- Able to streamline printer configuration as new Epic servers are added
- Capable of providing in-depth reporting

"Our mantra is to 'Eliminate Print Servers,' but we understand that not every organization is able to take that step," said Ryan Wedig, President and COO of PrinterLogic. "Printing challenges are common for organizations with Epic servers. Our application dramatically simplifies print management, saves time and reduces cost in Epic print environments."

# PrinterLogic

After evaluating the available Enterprise Printer Management Solutions, OhioHealth selected PrinterLogic's solution to manage their rapidly growing Epic print environment

## **Challenge #1—Simplifying Management of a Distributed Environment**

When OhioHealth began its roll out of Epic, it experienced the difficulties that frequently arise when managing existing printers. The organization is growing and deploying Epic over the next several months, and expects its initial user environment

to grow from 400 printers to more than 4,000 in the next year. It needed a solution that could help manage all of its current print servers, plus any it adds in the future, from a single pane of glass

"Our current setup was already unwieldy, and we have a lot of growing to do," said Myers. "We needed something that would make management and deployment easier today, but also ensure that same simplicity as we grow tomorrow.

### **Solution**

PrinterLogic gave OhioHealth a simple, web-based solution for managing their entire Epic environment. OhioHealth can now monitor and manage all of its print servers and all printers across all 25 initial locations, all through a single console.

## **Challenge #2—Streamlining Configuration to Save Time**

With OhioHealth's plans to expand its Epic print environment nearly 10X over in the next year, their IT department needed to find a solution for quickly and easily deploying and configuring new printers. Previously, adding new printers required configuring the device on each print server separately, which was extremely tedious and time consuming. OhioHealth needed a way to reduce the time and expense of configuring new printers.

"The primary issue we had was trying to keep the exact same configuration for all printers across all of our print servers," said Myers.

### **Solution**

PrinterLogic gives OhioHealth a powerful solution for streamlining the configuration of new print servers and printers. The result is a significant reduction in the time and cost required to roll out new servers and printers.

"Now that we use PrinterLogic, we can simply push one update and it will be automatically taken care of across all servers and printers," said Myers. "This has drastically reduced the time spent troubleshooting, and has eliminated the need to check every print server. Our deployment time for new printers is now incredibly fast—we just push once, and it's done."

## **Challenge #3—Auditing & Reporting to Reduce Costs**

With over 25 locations and growing, OhioHealth is tasked with managing a distributed print environment. Each of these locations has multiple departments and user groups, making

it even more difficult to monitor, audit and report on the printing activity.

OhioHealth needed a solution to help give them visibility and accurate reporting into the performance of printers and the print activity of different groups across sites.

### **Solution**

With PrinterLogic—even though every print job is sent directly to a physical printer—the client on each workstation sends metadata to the administrator, enabling OhioHealth to see all print job statistics in an intuitive, exportable format.

"PrinterLogic's auditing and reporting capabilities made tracking and troubleshooting Epic print jobs much easier," said Myers.

## **Conclusion and Savings Summary**

By deploying PrinterLogic's application, OhioHealth has significantly simplified and streamlined its Epic printing environment. With 25 distributed locations and a planned 10X increase of printers in the coming year, PrinterLogic will enable OhioHealth to quickly and cost-effectively scale their print environment, despite the inherent print-related challenges of Epic servers.

"Throughout the course of this deployment, PrinterLogic will save us hundreds of hours in deployment and trouble-shooting time, which will result in an impressive ROI," said Myers.

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