

CASE STUDY



Milton Keynes
University Hospital
NHS Foundation Trust

Milton Keynes University Hospital secures print with Kofax SafeCom.

With confidential patient data a prime security concern for the National Health Service (NHS) takes proactive steps to stop data leaks using Kofax SafeCom. SafeCom is used by everyone at the Hospital, from human resources to medical staff. Today, the Hospital has improved efficiency, ensured print security, and realized significant time savings which have given staff the ability to spend more time on patient care.

IMPROVED

SECURITY SAFEGUARDS PERSONAL
HEALTH INFORMATION (PHI)

REDUCED

OVERALL PRINT COSTS

ANYWHERE

ACCESS FOR ROAMING STAFF

Work Like Tomorrow.™

KOFAX



Milton Keynes University Hospital

NHS Foundation Trust

Milton Keynes University Hospital (MKUH) NHS Foundation Trust is a medium sized district hospital that provides a full range of acute hospital services and an increasing number of specialist services to the growing population of Milton Keynes and the surrounding areas. With around 550 beds and employing more than 4,000 staff, the hospital sees and treats appropriately 400,000 patients each year comprising of both outpatient and emergency attendances.

PRODUCTS IN USE

Kofax SafeCom

FOCUS

Print, regulatory compliance, data security

“Improving security, reducing print costs, and increasing overall efficiency were three things we looked at when evaluating a print management solution and SafeCom hit the mark on all those things.”

Oliver Chandler, IT Manager

Milton Keynes University Hospital

for 400 patients, Milton Keynes University Hospital’s Accident & Emergency department treats 70,000 patients each year.

SafeCom is designed to help private and public sector organizations to solve the document handling challenges public and private sector companies face every day. With SafeCom Smart Printing, users can achieve 40% savings on their print budget by taking better control of print operations and reducing waste. It helps consolidate infrastructure, eliminating the need for personal printers, reducing the number of print servers while removing print data from a network. SafeCom helps allocate and recover print costs, while making it easier to manage print costs by user, department or client for precise budgeting and chargebacks.

For many users, SafeCom is deployed for security purposes. The secure print solution offers user authentication at every device, so documents only fall into the right hands, released from a device either via a PIN or swipe card.

Kofax—a dynamic partner for secure print

Before the deployment of SafeCom—and indicative of the Hospital’s early adoption of solutions to optimize security—it had a secure release solution in place. However, it was problematic, as Oliver Chandler, IT Manager, Milton Keynes University Hospital, explains: “Security is a prime concern for us. From a print perspective, our previous secure print solution covered the bases, but it was quite expensive. Furthermore, it used an active directory for entering user details. That, combined with the cost, made deploying it on additional devices a costly and time-consuming option. We needed secure print, but we had to find a better, more cost-effective solution.”



CHALLENGE

With confidential patient data a prime security concern for the National Health Service (NHS) takes proactive steps to stop data leaks. One source that pose a potential security risk is the seemingly innocuous multifunction printer (MFP). These internet-connected, networked MFPs can be vulnerable to an attack.

Another considerable risk MFPs pose is the danger that documents could be printed and left unclaimed. The documents could then be picked up and read by an unauthorized individual, which has the potential to cause a broad range of security-related problems.



SOLUTION

Adopting a proactive approach to security

Keeping on top of these print-related security challenges, is Milton Keynes University Hospital. Employing approximately 3,500 staff and with beds

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Already familiar with SafeCom, Oliver wasn't surprised to see it included in a print proposal put to it by, a premier Kofax Document Solutions partner, when the Hospital was looking to review its former print fleet. Oliver added: "I was already familiar with SafeCom and I was interested to see how it would be integrated with the new print devices. The partner's proposal was well thought out, addressing many of our print requirements, while rationalizing our print fleet from 500 to 200 devices."

With its experience in print—and in healthcare environments—the partner was ideally placed to listen to and guide Milton Keynes University Hospital through the entire print review assessment, before finally recommending how its print model should change in order to accommodate the need for better print devices, a rationalized fleet and a secure print release option

RESULTS

Scalable security meets value for money

One benefit of SafeCom's cost effectiveness and scalability, is the secure printing for the Hospital's desktop mounted print devices, as well as its MFPs, some of which are located in areas accessible to the public. SafeCom is used by everyone at the Hospital, from human resources to medical staff. "SafeCom gives us so much more convenience as well as secure print. Staff can be located anywhere and just walk to the nearest device which is ideal for roaming staff," stated Oliver. While the time savings this convenience brings hasn't been measured, Oliver believes there is

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Milton Keynes University Hospital

anecdotal evidence suggesting the flexibility provided by SafeCom improved efficiency and saved time that can be better spent on patient care, rather than on admin. Oliver also added that SafeCom "... also provides us with added resilience. If a print device fails, then you can simply go and use another one, which aids productivity."

A secure solution for a nationwide challenge

A further advantage delivered by SafeCom is its Scan to Email functionality, which is well-received by the staff, reducing the dependency on fax machines while providing the reassurance that scanned documents have arrived securely at their intended destinations. Asked whether he would recommend SafeCom, Oliver replied with a decisive 'yes', given the peace of mind it has brought the Hospital, proving it is a solution that can be easily and cost effectively deployed by many other NHS trusts and departments across the country.

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